

CUSTOMER SATISFACTION FORM

November 2024

Dear Sirs,

As part of our ongoing compliance with ISO9001:2015 Quality Assurance accreditation, we are required to continually assess and review customers' feedback in relation to all aspects of our business relationship. We would very much appreciate therefore, you taking the time to provide the following details which will of course be treated in the strictest confidence.

Upon completion of the form would you be kind enough to post back to us using the pre-paid envelope enclosed.

Yours sincerely,

Mark Halford. (Managing Director)

M.Greenaway & Son Ltd

WHAT IS YOUR COMPANY NAME AND REGISTERED ADDRESS?

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.....
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Contact Person:

Tel.No.:

Fax.No.:

E-mail address:

Purchasing contact: (if different from above)

Purchasing Tel.No.:

THE FOLLOWING WILL HELP WITH OUR CONTINUAL REVIEW OF SERVICE LEVELS:-

(Please select from the choice of 5 levels as to how you rate the various criteria.)

	V.Poor	Poor	Ok	Good	Excellent
1...How do you find our staff in terms of general attitude, happiness and awareness?.....	[..]	[..]	[..]	[..]	[..]
2...How do you rate our efficiency in terms of promptness to detail when dealing with your enquiries?.....	[..]	[..]	[..]	[..]	[..]
3...How do you rate our general service / delivery levels?.....	[..]	[..]	[..]	[..]	[..]
4...How do you rate our product quality?.....	[..]	[..]	[..]	[..]	[..]
5...How do you find the packaging / labelling of product supplied?.....	[..]	[..]	[..]	[..]	[..]
6...(a)...How do you rate the overall package of product available from Greenaways?.....	[..]	[..]	[..]	[..]	[..]
.....(b)...Are there any other products that you would like to see or indeed think may be suitable in addition to our current range?.....	[..]	[..]	[..]	[..]	[..]
.....If 'Yes', please give details:-.....					
7...From a time perspective, how do you rate our efficiency when correcting discrepancies caused by our wrongdoing?.....	[..]	[..]	[..]	[..]	[..]

We value all customers feedback very highly. If there are any further comments you wish to make regarding the above or any other aspects of our business / service levels please feel free to do so below:-

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Finally, do you require a representative of Greenaways to contact you?..... [..]Yes..... [..]No.....

Do you require the latest product and price guide / wallchart to be sent to you?..... [..]Yes..... [..]No.....

May we take this opportunity to thank you for your prompt attention to this matter.

Yours sincerely,

Mark Halford. (Managing Director)
M.Greenaway & Son Ltd

