



CUSTOMER SATISFACTION SURVEY

Customer Name _____

Address / Location _____ Contact Person _____

Please rate your satisfaction with United Industries on the following:

	Strongly Disagree				Neutral				Strongly Agree			
	1	2	3	4	5	6	7	8	9	10		
The product quality met all my expectations.	1	2	3	4	5	6	7	8	9	10		
Please compare our quality to another supplier of similar product.	1	2	3	4	5	6	7	8	9	10		
The price was a good value	1	2	3	4	5	6	7	8	9	10		
My order arrived on time.	1	2	3	4	5	6	7	8	9	10		
My order arrived in good condition.	1	2	3	4	5	6	7	8	9	10		
Customer Service was helpful and courteous.	1	2	3	4	5	6	7	8	9	10		
Please compare our customer service to another supplier of similar product.	1	2	3	4	5	6	7	8	9	10		
Our current PPM is acceptable.	1	2	3	4	5	6	7	8	9	10		
Our DMR response time is acceptable.	1	2	3	4	5	6	7	8	9	10		
Our PPAP % is acceptable.	1	2	3	4	5	6	7	8	9	10		
Our PPAP approval rating is acceptable.	1	2	3	4	5	6	7	8	9	10		
I will order from United Industries again.	1	2	3	4	5	6	7	8	9	10		

Comments: _____

Thank you for taking your time to provide us with this valuable feedback.

Please return to Sales Administrator via mail at above address – or – fax to 608.365.1259