

# Customer Satisfaction Survey

## Overall Satisfaction

How satisfied are you with the products and services that you receive from CARON?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

How satisfied are you with the value you receive from CARON products and services?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Are CARON products and service becoming more or less important to your business?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

## Products

Overall, how satisfied are you with CARON products?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

How satisfied are you with each of the following aspects of CARON's products?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Product Lead-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Pricing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Services

Overall, how satisfied are you with CARON's Customer Service?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

How satisfied are you with each of the following aspects of CARON's services?

	Excellent	Good	Average	Poor	Very Poor
Answering your calls quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting the right person to help you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism and courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolving your issue(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Escalating issues when required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Sales

How satisfied are you with the quality of service provided by your Sales Representative?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

How satisfied are you with each of the following aspects of CARON's Sales Representatives?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Keeping in regular contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Matching products to your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Business Relationship

Which of the reasons had the most impact on your decision to do business with CARON ?

(Check all that apply)

- Cost
- Quality
- Functionality
- Range of products and services
- Reputation

Given your experiences with CARON, how likely would you be to:

	Very Likely	Likely	Uncertain	Unlikely	Very Unlikely
Continue to use existing products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchase additional products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue to use existing products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchase additional services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommend us to someone else	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Comments

What are the most important things that CARON could do to improve the quality of the relationship we have with you and your business associates?

## Permission

We would like to share your comments on our Web Site

- Yes, you may use my comments
- No, please keep my comments confidential

**End of Survey**  
**THANK YOU!**