

SAKON

TEXTILE

SAKON TEKSTİL SAN. VE DIŞ TİC. A.Ş.

Customer Satisfaction Questionnaire

Dear Clients ;
We would like to ask for your opinions and thoughts .This questionnaire will help us to give a better qualified and more effective service. We thank in advance for your frankly responds.

ATTENDEE'S :

DATE :

NAME/SURNAME :

COMPANY :

Position in the company :

E-mail

Phone

QUESTIONS	ANSWERS			
	PERFECT	GOOD	PASSABLE	BAD
Do you feel satisfied with the service you get from us in general?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you satisfied with the communication quality of Sakon ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can you reach easily and quickly to the employees in charge in Sakon ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you think that the first reactions and speed of solving the problem is well enough when a business related problem occurs ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you keep informed about the solutions of the problems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you satisfied with the level of product quality of Sakon ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do we provide you the necessary informations in a good speed when needed ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do we keep our commitments and provide necessary service on time ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do we ship the goods (of your orders) on time and in correct quantity ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the product range of Sakon satisfying your needs/ demands ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have any issues with the transportation of your products ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If you have any complaints or comments about us , please kindly advise .				

Please could you tell about your expectations of Sakon ?

Please kindly let us know if you have any other suggestions to us?

Could you please kindly send back the questionnaire to " kaliteyonetim@sakontekstil.com" email address after you complete ?

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Rev.00