

## **Generic polling System - B4A.5018 Gummiberen**

### **Appendix 1**

#### **Example Customer survey**

1. When placing your order, did you have to wait long? (Y/N)
2. When placing your order, was the sales representative friendly to you? (Y/N)
3. Did you receive all the items you ordered in good condition? (Y/N)
4. Were any of the items you ordered missing? (Y/N)
5. Was the packaging material damaged in any way? (Y/N)
6. Was the packaging seal broken? (Y/N)
7. I rate the suppliers' performance at [X] out of 10.
- 8a. Was your order handled at the agreed upon time? (Y/N)
- 8b. Were you notified of the delay in advance? (Y/N)
9. Please enter any remarks or feedback you find important about this order:  
[ ]

## Generic polling System - B4A.5018 Gummiberen Appendix 2

### Example Customer survey Report

Select start date: [ ][ ] [ ][ ]

Select end date: [ ][ ] [ ][ ]

X number of surveys turned in.

1. When placing your order, did you have to wait long?

Y: X %

N: X %

2. When placing your order, was the sales representative friendly to you?

Y: X %

N: X %

3. Did you receive all the items your ordered in good condition? (Y/N)

Y: X %

N: X %

4. Were any of the items you ordered missing? (Y/N)

Y: X %

N: X %

5. Was the packaging material damaged in any way? (Y/N)

Y: X %

N: X %

6. Was the packaging seal broken? (Y/N)

Y: X %

N: X %

7. Average rating of the suppliers' performance at [X] out of 10.

8a. Was your order handled at the agreed upon time? (Y/N)

Y: X %

N: X %

8b. Were you notified of the delay in advance? (Y/N)

Y: X %

N: X %

9 Remarks made:

I found delivery very slow.....

The mailman was screaming at my dog...

You could have wrapped this much better...

Excellent delivery, fast and service was friendly....

Dear Sirs, I have recently found that upon completing my order.....

Etc.

Etc.