

Kenig Aerospace

ISO 9001-2000 Certified

Customer: _____

Date: _____

Completed by: _____

CUSTOMER SATISFACTION QUESTIONNAIRE

		<i>Strongly Disagree</i>					<i>Strongly Agree</i>				
		10	20	30	40	50	60	70	80	90	100
1	Hurlen / Kenig consistently meets agreed upon delivery schedules.										
2	Hurlen / Kenig keeps me well informed as to any delays with my orders.										
3	When contacting Hurlen / Kenig, my needs are handled courteously.										
4	Customer service is competent and effective, and total time to problem resolution meets my expectation.										
5	Responsiveness of my sales representative is quick, courteous and effective.										
6	In terms of overall quality of service, Hurlen / Kenig ranks as one of my top suppliers.										
7	Hurlen / Kenig consistently meets or exceeds my quality expectations.										
8	In terms of overall quality of goods, Hurlen / Kenig ranks as one of my top suppliers										
9	Hurlen / Kenig is innovative with programs to help me in my needs.										
10	In general, I am a satisfied customer of Hurlen / Kenig.										

Feel free to provide additional comments or recommendations: