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	<i>Title:</i> Customer Survey			

Dear Valued MagCap Customer:

This survey is intended to assist with our efforts toward continuous improvement, particularly with respect to our role as a manufacturing partner with you. In order to tailor our services to meet your particular requirements, we encourage your honest evaluation and response. Please rate the following criteria on a 1 through 7 basis. A COMMENTS section is also included for additional input.


Customer: _____ Buyer: _____

Address: _____

Circle or Check One:

	Dissatisfied			Satisfied			NA	
1. Timely response to quote requests.	1	2	3	4	5	6	7	<input type="checkbox"/>
2. Engineering assistance/recommendations.	1	2	3	4	5	6	7	<input type="checkbox"/>
3. Professionalism/integrity of account representative.	1	2	3	4	5	6	7	<input type="checkbox"/>
4. Quality of work performed.	1	2	3	4	5	6	7	<input type="checkbox"/>
5. Thoroughness with which needs are recognized and met.	1	2	3	4	5	6	7	<input type="checkbox"/>
6. Pricing.	1	2	3	4	5	6	7	<input type="checkbox"/>
7. Timeliness of work performed.	1	2	3	4	5	6	7	<input type="checkbox"/>
8. Support of finished product/follow-up services.	1	2	3	4	5	6	7	<input type="checkbox"/>

PLEASE SEE PAGE 2

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Please elaborate on weaknesses that could potentially hinder further improvement of the relationship. Also, please recommend any services that we are not currently providing but which may be of benefit to your company. Please attach additional pages to this form if additional space is required.

COMMENTS:

Upon completion of this form, please fax it back to (781) 821-2111. We thank you for your time and consideration.

Best regards,