



TSE INDUSTRIES, INC.

**4370 112th Terrace North, Clearwater, Florida 33762-4902
(800) 237-7634 ❖ Fax (727) 572-0487**

CUSTOMER SATISFACTION SURVEY

At TSE Industries, we strive to provide the service and products that will meet your requirements today and into the future. We would greatly appreciate it if you could take time to review this questionnaire, rate our performance and return the attached survey by . As we make our final analysis of these survey results, it will be your guidelines that determine where we focus our efforts. This is so we can provide you, the customer, with the best service and products possible. Please return the completed surveys to Rick.Papke@TSE-Industries.com.

Regards,
Rick Papke
Director of Quality
TSE Industries, Inc.

Providing Service And Products That Assure conformance To Our Customers' Requirements



TSE INDUSTRIES, INC.

CUSTOMER SATISFACTION SURVEY

Customer Name:

Person who completed survey:

Date completed:

Interviewer: Select name

Division: Select Division

CUSTOMER SERVICE	Excellent (5)	Above Average (4)	Average (3)	Below Average (2)	Poor (1)
Response on Phone Calls/E-mails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow-up on Requested Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product(s) Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Attention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional Conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Order/ Processing Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility/Effort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PRODUCTS	Excellent (5)	Above Average (4)	Average (3)	Below Average (2)	Poor (1)
Material Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Material Consistency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
“On-time” Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documentation Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Package Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TECHNICAL SUPPORT	Excellent (5)	Above Average (4)	Average (3)	Below Average (2)	Poor (1)
Response on Phone Calls/E-mails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow-up on Requested Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product(s) Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Attention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional Conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem Solving Ability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If made available, would you be interested in ordering TSE products over the internet? YES NO

Comments/Suggestions:

From everyone at TSE Industries, we thank you for your participation in this survey.
We look forward to our continuing relationship with you in the future.

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