



CUSTOMER SATISFACTION SURVEY

Tarih / Date:...../...../.....

Name Surname :	
Professional field :	
Organisation work for :	Province :
Cep Tel/ Cell Phone :	Phone No :
Title :	e-mail :@.....

(Filling of personal information is optional.)

Kindly mark significance degree and your assessment for each question by writing "X" to related sections .

Assesment: 1: Strongly Disagree 2: Disagree 3: Partially Agree 4: Agree 5: Absolutely Agree

QUESTIONS		ASSESSMENT					NO IDEA
		1	2	3	4	5	
About company							
1	I am satisfied to work with your company.						
2	I prefer your company to other companies give similar services						
3	I can always reach to your company executives						
Service Quality							
1	I find your services as qualified and reliable.						
2	I satisfy with diversity of your services						
3	I think that your services provide an added value to our company.						
4	It is paid attention to conduct service in planned time.						
5	Certificates come on time.						
6	Certificates comes as correct.						
7	Invoices are transported as correct						
8	Invoices are transported on time						
Saling and Marketing Activities							
1	I find your feedback time as satisfying.						
2	I find your notification related with your services as sufficient						
3	I receive your offer on time						
4	Content of offer corresponds to my requirements						
5	I am happy with attitudes of Marketing Department Personnel						
6	I receive satisfying replies related with customer complaints on time.						
7	I think that activities and promotions related with services are sufficient						
8	I think that promotional materials are educational and evocative						
9	I find that visits of marketing department is sufficient						
10	Offer and Agreements are transported to me correctly.						
ABOUT AUDITOR							
1	I think that auditors/Inspectors/technical experts are prepared.						
2	I find the approaches of auditors/Inspectors/technical experts are positive						
3	I think that auditors/Inspectors/technical experts uses their time well.						
4	I find that auditors/Inspectors/technical experts have a sufficient comprehensive knowledge of subject						
5	I think that auditors/Inspectors/technical experts get on with eachother						
6	I find that communication skill and frankly speaking of auditors/Inspectors/technical experts are successfull.						
7	I think that auditors/Inspectors/technical experts ' behaviour/courtesy are satisfying.						
8	Auditor reports come on time						
Suggestions if present;							

Please fill the survey and fax to 0216 572 49 14 phone number.