CUSTOMER SATISFACTION SURVEY

Customer satisfaction is the most important aspect of our business at Triple A Containers. We would truly appreciate that you take few minutes to evaluate the statements below using a scale 1 through 5, with 1 representing that you strongly disagree, and 5 that you strongly agree with the statement. Please make any additional comments that you think would be helpful at the bottom of the form. Please fax back to (562) 404-0564 or email back to bruce@tripla.com.

		STRONGLY DISAGREE				STRONGLY AGREE
Please click under the appropriate box.		1	2	3	4	5
OVERALL RELATIONSHIP						
Please enter rating of 1-5 for the following statement Enter 1 if you strongly disagree and 5 if you strongly agree						
1.	I would recommend Triple A Containers to others	○	○	○	○	○
PRICING						
2.	"Triple A gives good value"	○	○	○	○	○
3.	"Triple A quotes are comprehensive"	○	○	○	○	○
4.	"Triple A pricing is competitive"	○	○	○	○	○
ACCOUNT MANAGEMENT ISSUES						
Please enter rating of 1-5 for the following statement Enter 1 if you strongly disagree and 5 if you strongly agree						
5.	"I am very satisfied with the frequency of contacts from sales"	○	○	○	○	○
6.	"Sales representatives have an impressive level of technical knowledge, and understand my business requirements"	○	○	○	○	○
7.	"Triple A representatives respond rapidly to my requests"	○	○	○	○	○
8.	"I can easily contact my account manager"	○	○	○	○	○
9.	"I can easily contact my sales person"	○	○	○	○	○
10.	"Quotes are delivered in a timely manner"	○	○	○	○	○
11.	"The order process meets my expectations"	○	○	○	○	○
DELIVERIES/ QUALITY						
Please enter rating of 1-5 for the following statement Enter 1 if you strongly disagree and 5 if you strongly agree						
12.	"Triple A always delivers as scheduled"	○	○	○	○	○
13.	"Delivery dates rarely cause me problems"	○	○	○	○	○
14.	"I consider your turnaround times reasonable"	○	○	○	○	○
15.	"Quality consistently meets my expectations"	○	○	○	○	○
16.	"Quality issues are resolved quickly"	○	○	○	○	○
17.	"I chose your company because of your ISO certification"	○	○	○	○	○
INVOICING						
Please enter rating of 1-5 for the following statement Enter 1 if you strongly disagree and 5 if you strongly agree						
18.	"Invoices are understandable"	○	○	○	○	○
19.	"Invoices are accurate"	○	○	○	○	○
20.	"Invoices are received in a timely manner"	○	○	○	○	○

RESPONDENT COMMENTS

21. How may we better serve you?

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