

## PERFORMANCE EVALUATION PIEZOCRYST

Piezocryst strives constantly to improve its products, processes and services. Therefore, we would like to ask our clients for a brief evaluation of our performance. As a matter of course, your individual survey responses are only for our internal processes of improvement and are treated confidentially.

Please evaluate our services commenting on the following eight statements

strongly disagree – disagree somewhat – acceptable – meets my expectations – surpasses my expectations

(1) **Writing an offer:** You receive the answers to your requests quickly, completely and competently.

strongly disagree      .....      .....      .....      .....      surpasses my expectations

(2) **Time until delivery:** The promised date of delivery matches your expectations.

strongly disagree      .....      .....      .....      .....      surpasses my expectations

(3) **Date of delivery:** You receive our products within the estimated time of arrival.

strongly disagree      .....      .....      .....      .....      surpasses my expectations

(4) **Enclosed information:** The enclosed material is complete and contains all the necessary information.

strongly disagree      .....      .....      .....      .....      surpasses my expectations

(5) **Quality of delivery:** You receive every product in good condition.

strongly disagree      .....      .....      .....      .....      surpasses my expectations

(6) **Product quality:** The products you receive match our specifications and your expectations.

strongly disagree      .....      .....      .....      .....      surpasses my expectations

(7) **Customer service:** You receive a quick and competent response to your questions and you feel well informed.

strongly disagree      .....      .....      .....      .....      surpasses my expectations

(8) **Complaints:** Your complaints are handled quickly and to your satisfaction.

strongly disagree      .....      .....      .....      .....      surpasses my expectations

(9) **Comments:**

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Thank you very much for your support!

If you have further questions or points of criticism, we invite you to call directly

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