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| **Controls For Automation****25 Constitution Drive****Taunton, MA 02780-1071****Toll Free: 1-800-802-6005 Fax: 1-508-802-6006 E-Mail:** **Sales@gocfa.com** |

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| CFA’s committed with exceeding your expectations with the quality of products and services that we provide. Please take a moment and utilize this survey to let us know how we are performing so that we may continually improve our processes.

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| **Survey Questions** | **Level of Satisfaction** |
| **Unsatisfactory** | **Average** | **Excellent** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| **1.** | How courteous were we to deal with?  |  |  |  |  |  |  |  |  |  |  |
| **2.** | How well did we responded to your requests for a quote?  |  |  |  |  |  |  |  |  |  |  |
| **3.** | How satisfied were you with our product knowledge and ease of ordering?  |  |  |  |  |  |  |  |  |  |  |
| **4.** | Were your items delivered promptly? |  |  |  |  |  |  |  |  |  |  |
| **5.** | How was the condition of your packages?  |  |  |  |  |  |  |  |  |  |  |
| **6.** | Was your order accurate?  |  |  |  |  |  |  |  |  |  |  |
| **7.** | How satisfied are you with the quality of our product and/or service? |  |  |  |  |  |  |  |  |  |  |
| **8.** | How well did we meet contract requirements & specifications?  |  |  |  |  |  |  |  |  |  |  |
| **9.** | How well did we perform as compared to other suppliers?  |  |  |  |  |  |  |  |  |  |  |
| **10.** | How would you rate our overall customer satisfaction?  |  |  |  |  |  |  |  |  |  |  |
| **Comments or suggestions that you may have:**       |
| Would you like a CFA representative to contact you?  |  | or |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Your Name:** |  | **Title:** |  | **E-Mail or Phone:** |  | **Date:** |
|       |  |       |  |       |  |       |
| **Company Name:** |  | **Address:** |  | **City:** |  | **State:**  |  | **Zip:** |
|       |  |       |  |       |  |       |  |       |

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| **Please e-mail, mail or fax to the address or number that’s listed above. Thank you, CFA QA/QC** |

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