

Date

Company

Contact

Department

Constructor  Retailer

Integrator  BE / Engineering

Final user  Europe Export Agent

Distributor  Other Export Agent

ACCESSIBILITY / REACTIVITY

1. Availability of your contact and answering time

Disappointed  Not satisfied  Satisfied  Very satisfied

Remarks :

2. Transmission and follow-up of the messages left

Disappointed  Not satisfied  Satisfied  Very satisfied

Remarks :

WAITING PERIOD

3. Response time for the quotes

Disappointed  Not satisfied  Satisfied  Very satisfied

Remarks :

4. Respect of delivery-time

Disappointed  Not satisfied  Satisfied  Very satisfied

Remarks :

## COMMUNICATION

5. Phone operator welcome
- |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Disappointed             | Not satisfied            | Satisfied                | Very satisfied           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks :

6. Contact and collaboration with the sales department
- |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Disappointed             | Not satisfied            | Satisfied                | Very satisfied           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks :

7. Contact and collaboration with the repair service
- |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Disappointed             | Not satisfied            | Satisfied                | Very satisfied           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks :

8. Visit of Ideacod's staff members
- |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Disappointed             | Not satisfied            | Satisfied                | Very satisfied           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks :

9. Quality of the selection of the products
- |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Disappointed             | Not satisfied            | Satisfied                | Very satisfied           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks :

## PRODUCT / SERVICE

10. Clarity and understanding of the quotes
- |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Disappointed             | Not satisfied            | Satisfied                | Very satisfied           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks :

Disappointed  Not satisfied  Satisfied  Very satisfied

11. Technical assistance / Training

Remarks :

Disappointed  Not satisfied  Satisfied  Very satisfied

12. Respect of the technical characteristics / Performances

Remarks :

Disappointed  Not satisfied  Satisfied  Very satisfied

13. Respect of the delivered quantities

Remarks :

Disappointed  Not satisfied  Satisfied  Very satisfied

14. Data sheets and brochures

Remarks :

Disappointed  Not satisfied  Satisfied  Very satisfied

15. Administration follow-up (orders, order acknowledgement delivery note)

Remarks :

Disappointed  Not satisfied  Satisfied  Very satisfied

16. Follow-up of the claimss

Remarks :

17. Flexibility / Reactivity  Disappointed  Not satisfied  Satisfied  Very satisfied

Remarks :

18. Proposition and advice capability  Disappointed  Not satisfied  Satisfied  Very satisfied

Remarks :

19. Technical capability  Disappointed  Not satisfied  Satisfied  Very satisfied

Remarks :

20. skills, professional attitude, competences  Disappointed  Not satisfied  Satisfied  Very satisfied

Remarks :

21. What is your global satisfaction level (note from 1 to 4)

22. Do you have projects including encoders at short / average / long term ?