

# JACKMAN MACHINING

182 BUSINESS CENTER DR.  
CORONA, CA 92880  
Phone: (951) 735-1317  
Fax: (951) 735-9161  
Email: ivon@jackmanmachining.com

## Customer Satisfaction Survey

Dear Customer,

As part of our commitment to "customer satisfaction" we are asking our customers to take a moment and complete this survey. This survey will be used by our company in measuring our customer satisfaction which in turn will be used by our management team in improving our organization.

Please return by mail, fax or email.

Thank you,

*Ivon Gonzalez*

<b>Company:</b>		<b>Date of Survey:</b>	
<b>Contact Name:</b>			

1. Overall have you received your product in the agreed upon time frame? Yes or No
2. Overall has the condition of your shipped product met your requirements? Yes or No
3. Was our customer service/support acceptable? Yes or No
4. How would you rate our overall service?

100 – 90% (excellent) \_\_\_\_\_  
80 – 89 % (good) \_\_\_\_\_  
70 – 79 % (average) \_\_\_\_\_  
< 70 % (poor) \_\_\_\_\_

5. Would you recommend our company to your customers? Yes or No

*Comments / Suggestions:*

---

---