

Klassen Custom Fab Inc. - Customer Quality Questionnaire

Our continual success is based on our desire to continually meet the needs of our customers. In order to improve our product/service we ask your support in completing the following questionnaire and returning it by fax, email or mail within 14 days after receipt to fax #(519) 737-1833. Thank you for your assistance.

Company Name:		
Mailing Address:		
Phone #:	Fax #:	Email:
Individual Completing Form:		
Date (D/M/Y) Completed:		
Main Product/Service(s) purchased from Klassen Custom Fab (✓): <input type="checkbox"/> Guarding <input type="checkbox"/> Enclosures <input type="checkbox"/> Hydraulic Tanks <input type="checkbox"/> Paint <input type="checkbox"/> Other (Specify):		

QUALITY ASSESSMENT:

1. Are you satisfied with the quality of product/service(s) that you have purchased from Klassen Custom Fab Inc.?
 Every time Most of the time Rarely Never

2. Are deliveries made in a timely manner?
 Every time Most of the time Rarely Never

3. Are products packaged and received to your specifications?
 Every time Most of the time Rarely Never

4. Do Klassen personnel conduct themselves in a professional courteous manner?
 Every time Most of the time Rarely Never

5. Are you satisfied with the responses you receive by manufacturing?
 Every time Most of the time Rarely Never

6. Are the quoted prices you receive from Klassen for product/service reasonable?
 Every time Most of the time Rarely Never

7. Are your request for quotes responded to in a timely manner?
 Every time Most of the time Rarely Never

8. Is there a scheduled shutdown for your company that Klassen Custom Fab Inc. needs to be aware of?
 No Yes If yes, when? _____

9. Are there specific tolerance ranges that your company has?
 No Yes If yes, please specify: _____

10. What suggestions or comments can you provide to help us improve our product/service to your company?

For Office Use Only	
Follow Up Required <input type="checkbox"/> Yes <input type="checkbox"/> No Related Car #	Results recorded on Evaluation Chart <input type="checkbox"/> Yes <input type="checkbox"/> No