

Customer Survey



1. Accessibility:

Does your company think ULSP is adequate to reach (telephone, fax, email)?

Absolutely not/ no / enough / yes / absolutely

Why (not)?

2. Communication:

**Does your company think ULSP is easy to co-op with?
(friendly, helpful, involvement, reaction time)**

Yes / No

Improvements:

3. Handling of our reparation / service mandates:

**Does your company think ULSP handles your service adequate enough?
(when looking at: quality, given information, time, price/quality ratio)**

Absolutely not / no / enough / yes / absolutely

Why (not)?

4. Products:

**Does your company think our products are of an adequate quality?
(reliability, design, handling, dimensions)**

Absolutely not / no / enough / yes / absolutely

Why (not)?



5. Processes:

**Does your company think ULSP handles the processing properly?
(quick quotation, adequate quotation, delivery time, clear billing, monitoring of complaints)**

Absolutely not / no / enough / yes / absolutely

Why (not)?

6. Adjustments:

**Does your company think there should be adjustments to our products?
(handling, design, dimensions, used materials?)**

Yes / no

(when yes)

Which adjustments should be made according to your company?

7. Would your company make use of the products and the service of ULSP in the future?

No / yes

Why (not)?
