



## CUSTOMER SATISFACTION SURVEY

### Customer Service/Sales

*Please rate Chip's Tool and Machine Works performance on Customer Service and Sales.*

|  | Poor | Average | Below Average | Average | Above Average | Outstanding | Unable to Rate |
|--|------|---------|---------------|---------|---------------|-------------|----------------|
| 1. Documentation regarding your order.   |      |         |               |         |               |             |                |
| 2. Handling of your complaints   |      |         |               |         |               |             |                |
| 3. Responsiveness to your inquiries about an order-in-process.                                 |      |         |               |         |               |             |                |
| 4. Timely notification of any delays, backorders, deviations or changes to the original order. |      |         |               |         |               |             |                |
| 5. Fulfilling your order to print specifications.  |      |         |               |         |               |             |                |
| 6. On-time delivery  |      |         |               |         |               |             |                |
| 7. Product Quality   |      |         |               |         |               |             |                |
| 8. Value and cost-effectiveness of service.  |      |         |               |         |               |             |                |

### Overall Satisfaction-Comments

What could Chip's Tool and Machine Works do to gain a higher satisfaction rating with you, our customer?

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### Customer Perception:

Would you recommend us to another company? Yes  No

Signature: \_\_\_\_\_ Company: \_\_\_\_\_ Date: / /20\_\_

Attn: Lauryn Smth, Office Manager Email to: [info@chisptoolandmachine.com](mailto:info@chisptoolandmachine.com)

\*BUILDERS OF MACHINING FIXTURES \* JIGS \* DIES\* SERVICE TOOLS \* PROVE DESIGN PARTS \*  
 PROTOTYPE DEVELOPMENT \* SHORT RUN PRODUCTION \* COMPUTER AIDED DESIGN \*  
 COMPUTER AIDED MANUFACTURING