



**CUSTOMER SATISFACTION EVALUATION**

**Company :**

**Date :**

Thank you so much for helping us. Please, send Filled form to mentioned address.  
**tqm.ofc@epciran.com** or **0098-31-33922681** fax No.

**Products:** Benzene    Toluene    Ortho-Xylene    Para-Xylene    .....

**Please, Fill separate form for each product.**

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#	Needs and expectations	1	2	3	4	5
1	How effective and appropriate communication is?					
2	How easy is to gain information from EPC and its staff?					
3	How transparent do you find the employees?					
4	Is the product quality conform with it's specification?					
5	What is your level of satisfaction with the product itself? (Is the product quality Conform with your requirements?)					
6	How do you trust in quality of EPC Products?					
7	What is your level of satisfaction with the order and delivery process? (Did you find it easy to place order; was it delivered on-time?)					
8	Taking into account your entire dealings with this company, how would you rate your level of satisfaction?					
9	What is your level of satisfaction with the people that you have come in contact with at our company?					
10	How effectively, complaints and requests have been handled?					
11	How quickly our staff have responded to customer complaints and requests?					
12	Whether technical information about product specification, safety and environmental aspects have been helpful?					
13	How do you interest to continue your dealing with EPC?					
14	How do you tend to introduce EPC to others?					

15. How many times in the past year have you purchased from this company?

- None                       Once                       2-3 Times  
 3-4 Times                       4-5 Times                       More Than 5 Times

16. When you attend in our tenders do you look for a particular product, or all equally? (if your answer is positive please tick which product you are most interest)

- Benzene                       Toluene                       Ortho-Xylene  
 Para-Xylene                       All The Products

17. Is there anything that this company could do to provide either a better product or higher level of service?