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Customer satisfaction analysis

Survey receipt of goods

Your opinion about our work

Dear customers,

we are anxious, to pack and send our deliveries at the highest level. Our goods should arrive certainly, enviromentally friendly and practically packed with you. Nobody can assess this better than you, who unpack and assign our products. Moreover it is necessary to carry out a survey. That's why, we would like to ask for your assistance, while you fill out this survey form to us.

They assess our performances by a school marking system of note 1 to 6. 1 for Very much property, 2 for property, 3 for Adequate, 4 for enough, 5 for Insufficient, 6 for Defective. It would be very helpful if you made a suggestion for improvement with marks of from 4 to 6.

The results are evaluated statistically, and are analysed. Everybody profits from this approach, you as a customer, we as a consignor and finally our performance quality. After return of the survey forms one more telephone call will be necessary perhaps.

We thank already in advance for your assistance our quality management.

Your WSD GmbH

i.A. Robert Wittke

Please, back to WSD GmbH
Department QM
 Fax: +49-3621-3969-21
 E-mail: r.wittke_wsd@wsd-gotha.de

Customer: _____

Name: _____

Telephone number for possible further inquiries _____

Only for unpacking responsibly? Yes/no _____

Question	Mark 1	Mark 2	Mark 3	Mark 4	Mark 5	Mark 6	Suggestion for improvement
1) How you assess the cardboard packaging quality. (Double-wave)							
2) How do you assess the fixing and amount of the adhesive tape?							
3) How do you assess the fixing of the delivery note?							
4)) How do you assess the fixing of the (UPS) labels?							
5) Internal padding in total:							
6) with Styrofoam							
7) with "Flowpack" (foamed plastic shares)							
8) with snap film (air bubbles)							
9) in plastic tube							
10) in plastic box							
11) Snap film bag							
12) Plastic film (directly at goods)							
13) How you assess the relation between goods amount and cardboard size							
14) Does the goods by our inscription are well and perfectly be classifiable for you?							
15) Explosive effect of the stamp „dispatch control in order"?							
16) How do you assess our web pages? http://www.wsd-gotha.de/							
17) Your preferential shipping service (UPS/DHL etc.)							
18) Heavy articles like thread rolling dies or drawing dies better wrapped up in:							
Hard plastic box ?							
Wooden box ?							
Your observations or proposals?							