



# CUSTOMER SURVEY

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Aerosup Inc. is committed to providing the best service possible to our clients. As part of our continuous improvement activities we value your opinion regarding your level of satisfaction with our services and personnel.

Please complete the following survey as honestly and objectively as possible. Aerosup Inc. will use the information provided by our customers to improve our processes and provide training to our personnel.

Please rate the following your level of satisfaction from 1 – 5 (1 = not satisfied 5 = very satisfied)

## SALES

Aerosup provided timely response and quotes to our requests.	
Aerosup pricing was realistic and competitive.	
The customer representative was friendly and helpful.	
Aerosup identified all of our requirements for items to be ordered.	
Aerosup personnel handled our problems and/or complaints in a timely and professional manner.	

I know who my representative(s) is (are)?  YES  NO

## SERVICE

Aerosup kept our company informed of the status of our order before shipment	
The shipment arrived on time as promised.	
The packaging was adequate and preserved the integrity of the product.	
The requested documentation was complete and correct.	

## GENERAL

Please rate your overall level of customer satisfaction with Aerosup	
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Would you consider using Aerosup Inc. again as a supplier?  YES  NO

Would you recommend Aerosup Inc. to others?  YES  NO

### Comments or Suggestions:

COMPLETED BY:

Print Name and Designation/ Company Name