Mountain States Manufacturing Customer Satisfaction Survey

TO HELP US ACCURATELY AND EFFICIENTLY PROCESS THIS FORM, PLEASE:

1 - Use black or blue ink and print clearly in CAPITAL letters (as shown below)
2 - Leave a blank box between words
3 - Mark the appropriate answer by putting an X or a checkmark in the correct circle

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9

Customer Information

Company

Customer #

Your Name

Phone

Customer Type

○ End User ○ Distributor ○ OEM ○ Other

Product Rating

Please indicate the product you most recently purchased from us. **(Mark all that apply)**

○ Shaft Speed Motors ○ Motor Speed Controls ○ Vibration Sensors

Please rate us on the following attributes. When answering, think of how we performed on your recent order.

Response Definition: P=Poor F=Fair G=Good VG=Very Good E=Excellent

	P	F	G	VG	E
Clarity of installation and instruction manual	○	○	○	○	○
Helpfulness of installation and instruction manual	○	○	○	○	○
In-field product performance	○	○	○	○	○
Overall product quality	○	○	○	○	○

	Y	N
Did the product(s) you ordered meet your specifications?	○	○
Did the product(s) you received meet your needs?	○	○
Did the product(s) arrive in good working condition?	○	○
Did the product(s) arrive with appropriate documentation?	○	○

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