



## Customer satisfaction – We need your help!

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Dear customer,

IBP operates under a certified quality management system in accordance with ISO 9001:2000 and ISO 13485:2003. Continuing optimization of the product and service quality is a cornerstone of IBP's philosophy. Customer satisfaction is of particular importance to us.

Please take a few seconds to help us with this questionnaire and fax it back to the fax number above. If you have any further questions, please do not hesitate to contact us at any time.

### Customer information

Company: \_\_\_\_\_  
Name: \_\_\_\_\_  
City: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_



Your opinion	Excellent	Good	Satisfactory	Poor
• Quality of technical support when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Availability of contact person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Pleasantness of contact person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Technical expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Terms of delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Adherence to promised delivery dates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Product quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Price-performance ratio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Comprehensibility of invoices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Detail of technical documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Comprehensiveness of technical documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Which of the following features describe your impression of IBP best?  
(mark the applicable ones)

- dynamic     free spoken     qualified     accurate     inflexible     cooperative
- arrogant     innovative     creative     reliable     slow-going     committed
- flexible     impersonal     customer-oriented     \_\_\_\_\_

**Competing company**

If you have any experiences with competitive products, please fill out the questions below as well.

For the following criteria IBP-products are ...	Better	Equal	Worse	No opinion
• Price-performance ratio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Technical items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Model of competing product: \_\_\_\_\_

**Sundries**

Other suggestions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If you need any further information on IBP’s products please feel free to contact us or visit [www.ibpmt.com](http://www.ibpmt.com).

Thank you very much for answering this questionnaire.

We are always interested in your opinion so please feel free to contact us under: [customersatisfaction@ibpmt.com](mailto:customersatisfaction@ibpmt.com).

We are looking forward to hearing from you.

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Marketing Assistant

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