



## Circuit Express Customer Satisfaction Survey

<b>Respondent's Name and Title:</b>	
<b>Company Name:</b>	
<b>Email Address:</b>	
<b>Date Completed:</b>	

**Please rate the questions in each category using the performance rating system described below.**  
**Performance Rating: 6-Exceptional 5-Very Well 4-Above Average 3-Average 2-Below Average 1-Poor**

Category	Performance Rating						
	Select One Rating for Each Line						
	6	5	4	3	2	1	N/A
<b>Customer Service</b>							
Do we assist you in a friendly, courteous, and timely manner when you contact us?							
Are we helpful with your inquiries?							
Do we accommodate your needs for market driven changes?							
Do we update you with order information as needed without request?							
How would you rate our Speed at handling your requests?							
How would you rate our Accuracy at handling your requests?							
How do we compare to your Best Supplier in overall Customer Service?							
<b>Quality Planning and Performance</b>	6	5	4	3	2	1	N/A
Do we provide in a timely manner the items necessary for your Quality Planning Activities and Production Approval Process?							
Do we consistently meet your product specifications and quality requirements?							
How do we compare to your Best Supplier in overall Quality Planning and Performance?							
<b>Quotation and Pricing</b>	6	5	4	3	2	1	N/A
Are quotes returned to you in a timely manner?							
Do quotes accurately capture your design requirements?							
How would you rate our Performance at giving you what you ask for in your RFQs?							
How do we compare to your Best Supplier in overall Quotation and Pricing?							
<b>Technical Support</b>	6	5	4	3	2	1	N/A
Do we respond to your technical questions in a timely manner?							
How would you rate the quality of our communication of technical issues related to your orders?							
How do we compare to your Best Supplier in overall Technical Support?							
<b>Delivery Performance</b>	6	5	4	3	2	1	N/A
Do shipments arrive on time at your facility?							
Are shipments received in good condition?							
Are our lead times suitable to your needs?							
How do we compare to your Best Supplier in overall Delivery Performance?							



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Please rank each category in the order of importance that your company places in selecting suppliers.

Priority of Service	High	Medium	Low
Customer Service			
Quality Planning and Performance			
Quotation and Pricing			
Technical Support			
Delivery Performance			

Please share any additional comments about our company, quality, and service in the boxes below.

What do you like the most about Circuit Express?

What do you dislike most about Circuit Express?

What recommendations would you make to improve our product/service quality?

What additional manufacturing capabilities would you want to see from us (e.g. Surface Finishes, Micro Vias, etc.)?