



Customer Satisfaction Survey

Continual improvement in how we serve our customers is a top priority at tvONE. You can assist us by completing and returning this brief survey by fax:+44 1843 873301 / email: feedback@tvone.com or online at www.tvone.com/feedback. Thank you for your co-operation.

Select an option: A Distributor A Dealer An End-User

Are you

Company Name

Contact Name

Contact Phone
Number

Contact
E-mail

Job title/role

Location

tvONE Sales
order number

tvONE Product
names/numbers

Sales Process

	Extremely satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Sales enquiry Response times						
Ease of Ordering						
Order confirmation process						
Order accuracy						

Service and Product

	Extremely satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Timeliness of the delivery						
Product documentation						
Quality of Packaging						
Quality of the Product						

Technical Support

	Extremely satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Product returns policy?						
Lead time for return material analysis and corrective action						
Overall Technical Support						

Soft skills

	Yes	No	N/A
Were Sales staff courteous and friendly?			
Were Technical Support staff courteous and friendly?			

Further comments

Please tell us how we can improve our products? What new product(s) would you like to see tvONE develop?

What do you dislike about our product / service?

Recommendation

	Definitely	Probably	Definitely Not
Would you recommend tvONE Products to your peers?			

Thinking of similar products / services offered by other companies, how would you compare the attributes of the product / service offered by our company?

	Much better	Somewhat better	About the same	Somewhat worse	Much worse	Don't know
Ease of use						
Customer Service						
Technical Support						
Price						
Quality						
Performance						