

Customer Survey

All of us at Springfield Manufacturing, LLC are proud to have you as a customer and hope that this partnership will be long and prosperous.

As an on-going commitment to provide you with excellent service, we ask you to help us by taking just a few minutes to fill out this survey.

You may complete this form on your computer and ① print and fax back or ② press "submit" to create an e-mail.

Please rate our performance on the following factors:

1=Strongly Disagree 2=Disagree 3=Neither Agree or Disagree 4=Agree 5=Strongly Agree

	1	2	3	4	5			
1. We are pleased with the quality of the product we receive from your company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
2. We feel you are responsive when we contact you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3. We are pleased with the level of customer service we receive and enjoy doing business with Springfield Manufacturing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
4. We are satisfied with the value of the services we buy from you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
5. When I place an order, you do your best to meet our delivery requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6. Do you require your primary suppliers be ISO or AS certified?		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>			
7. Is your company ISO certified?		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>			
7a - To what Standards?	ISO9001	<input type="checkbox"/>	AS9100C	<input type="checkbox"/>	QS9000	<input type="checkbox"/>	Other	<input type="checkbox"/>
8. Are you aware that we have increased our service offerings to include Laser Cladding, Profile Grinding, EDM, Stripping, Drilling and Air Flow Measurement?		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>			
9. What are we doing well that we should keep doing?								
10. What would you like to see us do differently?								
11. Do you have any suggestions on improving our services or any other comments?								

Thank you for your time!

Name	
Company	
Title	
Address	
Telephone	
E-Mail	



A Contour Precision Group Company

If you have any questions, contact the Marketing Manager at 800-552-7342. Please return the completed survey by FAX to 803-222-7599, or by e-mail to marketing@springfieldmfgllc.com

