

# Customer Survey Form

CERCOM Ceramics has implemented ISO 9002:2002 Quality Management System. As a part of our commitment to provide our customers with the best possible service, feedback from our customers is essential. Your help and comments are greatly appreciated.

(CERCOM Ceramics may complete this form on our customer's behalf during a phone survey.)

Please print and fill out the following form and return it by fax to (760)727-6209 or mail to:

**Cercom Inc.**  
 991 Park Center Drive  
 Vista, CA, U.S.A. 92081  
 ATTN: Quality Department

Company Name: .....

Completed By: .....

Position in Company: .....

E-mail Address: .....

**Customer Service** (please circle one answer each)

Return calls:	Very Good	Average	Below Average	Poor	Inconsistent	N/A
Courtesy:	Very Good	Average	Below Average	Poor	Inconsistent	N/A
Quote Response Time:	Very Good	Average	Below Average	Poor	Inconsistent	N/A
Technical assistance:	Very Good	Average	Below Average	Poor	Inconsistent	N/A
Willingness to help:	Very Good	Average	Below Average	Poor	Inconsistent	N/A
Information:	Very Good	Average	Below Average	Poor	Inconsistent	N/A
Adv. Notice of Problems:	Very Good	Average	Below Average	Poor	Inconsistent	N/A
On time delivery:	Very Good	Average	Below Average	Poor	Inconsistent	N/A
Resolution of complaints:	Very Good	Average	Below Average	Poor	Inconsistent	N/A

**Value** (please circle one answer each)

Price:	Very Good	Average	Below Average	Poor	Inconsistent	N/A
Quality of product:	Very Good	Average	Below Average	Poor	Inconsistent	N/A

**Other** (please circle one answer each)

Packaging:	Very Good	Average	Below Average	Poor	Inconsistent	N/A
Literature:	Very Good	Average	Below Average	Poor	Inconsistent	N/A
Web site:	Very Good	Average	Below Average	Poor	Inconsistent	N/A

Do you have any suggestions on how we might improve our service to you in the future?

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