



CUSTOMER SATISFACTION SURVEY

Please complete all applicable areas of this form, Customer info in light yellow are optional.

CUSTOMER INFORMATION

Company Name	
Name	
Phone Number	
E-mail Address	
Product/Program Name	

EVALUATION CRITERIA

EXCELLENT: Indicates the performance clearly and consistently exceed requirements.
SATISFACTORY: Indicates the performance met the requirements.
MARGINAL: Indicates the performance experienced minor problems for which solutions were satisfactory.
UNACCEPTABLE: Indicates the performance resulted in project experiencing serious problems. Issues resulted in an inability to satisfy requirements or timely recovery did not occur.

SALES TEAM PERFORMANCE

(Select down menu)

Rate your sales representative on their ability to resolve your request/question/issue?	
How would you rate our responsiveness to providing quotes and acknowledging orders?	
How would you rate the overall satisfaction and experience of your Sales Rep.	

PRODUCT/SERVICES DELIVERY PERFORMANCE

(Select down menu)

How would you rate our ability in meeting API's acknowledged delivery dates?	
How would you rate the promptness in communicating any shipping delays?	
How would you rate the lead times for our products?	
Please rate the accuracy of the documentation accompanying the shipment.	
Upon receipt, how would you rate the condition of the shipment?	

PRODUCT QUALITY

(Select down menu)

How would you rate the consistency of receiving quality services/products?	
How would you rate our response time of a Customer Service request?	
Rate your satisfaction of our Customer Service Reps ability to resolve quality related issues	
Rate the accuracy of product User Manuals/Addendum included with our product	
Please rate the overall quality of your products meeting your application requirements?	
Based on your experience would you recommend using API Product/Services.?	

Advanced Programs, wants to provide publications that are both accurate and useful to its customers.
 Please provide any comments or suggestions regarding manual/addendums below

GENERAL COMMENTS (Please include any additional comments)

Your feedback is critical to helping us improve and understand how we can better meet your needs. Thank You

Please email the survey to the address below

Advanced Programs, Inc. (API)
 E-MAIL ADDRESS: survey@advprograms.com