

Dear Customer,

Help us to improve our performances by filling in the following assessment questionnaire in relation to our products and service. Please send us completed form to qualita@valmisa.it.

We do appreciate all your suggestions and feedback. These are important in order to meet better your needs in terms of Product, Service and Environmental policy.

Thanks for your cooperation.

Valmisa Packaging

Company Name:	
Date:	
Name and surname of the compiler:	
Role:	

Give your evaluation by ticking the relevant spaces:

IMPORTANCE LEVEL				REQUIREMENT	SATISFACTION LEVEL			
Not important	Important	Very important	Fundamental		Poor	Sufficient	Good	Excellent
1	2	3	4		1	2	3	4
				Quality level appreciation of our products				
				Quotations/Offer: clarity and completeness				
				Reliability on delivery time				
				Packing of the supplied products				
				Customer service				
				Reliability in case of complaints				

TOTAL CUSTOMER SATISFACTION LEVEL	Poor	Sufficient	Good	Excellent
	1	2	3	4
Satisfaction level: What is your perception about Valmisa Packaging?				

Please submit your suggestions for our improvement.