

Customer Opinion Survey

PLEASE

- EVALUATE** → 1.) **Lime City Manufacturing** first, then
 2.) Your other top metal stampings suppliers
 3.) Category Importance (at bottom of page)
 4.) Comments & Suggestions (at bottom of page)

2.) **Other top metal stampings suppliers** - Please write in their names and grade them.

Grade each company using this scale →

- A = The Best
- B = Above Average
- C = Same as Other Suppliers
- D = Needs Improvement
- F = Awful

1.) Lime City Mfg.			
2.)	3.)	4.)	

Consistent Product Quality

The quality of our products			
The reliability of our products			

Reliable Delivery

The ability to quickly provide you with the status of your order			
The communication regarding delivery problems or delays			
The ability to deliver the orders on time			
The condition of the order when received			

Sales & Customer Service People Who Care

Their product and technical knowledge			
Their promptness in responding to your questions/requests			
The number of contacts you receive from the company			
The ability to turn around quotes in a timely manner			
Inside sales and order support personnel's responsiveness			
The company personnel's knowledge of requirements and expectations			

Value-Added Services

The ability to provide complete outsourcing/"takeover" metal stamping solutions for your company			
The ability to provide innovative / value-added services			

Competitive Pricing

The overall value of the products and services relative to price			
The ability to provide tooling at a competitive price			
The financing/terms offered by the company			

Dependable Service and Support

The ability to resolve problems quickly			
The service and support personnel's courteousness and effectiveness			
The required documentation provided with the product			

3.) RATE THE IMPORTANCE OF EACH CATEGORY to your buying decisions

Please take 100 points and divide them among these categories to reflect the relative importance of each category in making your purchasing decision.

Company: _____ Date: _____

Person Responding: _____ Title: _____

4.) COMMENTS & SUGGESTIONS (Please scroll down to next page for more room. If you do not wish to leave any further comments you can print the form now.)

4.) COMMENTS & SUGGESTIONS