

Annex 02-25/6.3

Customer Feedback questionnaire

Customer's name: _____ **Date:** _____

Inquirer's name: _____ **Position:** _____

Our company ascribes high significance to technical and regulatory requirements, in addition to service, response and solutions to its Customer. Please dedicate some time to fill up this questionnaire, so that we can improve the service given today.

Please check X on the suitable box for your satisfaction:

No.	Question:	Very High	High	Low	Very Low
1.	In what level did the process conform to technical and regulatory requirements?				
2.	In what manner are you satisfied of the quality of our products?				
3.	In what manner are you satisfied of our service?				
4.	If you had any problem, were you satisfied of the way we handled it?				
5.	How do you see the cooperation between us?				
6.	Were the orders supplied in the agreed time?				
7.	In what manner would you describe the company's professionalism?				

In case you have any suggestion, response, request or remark which was not mentioned in this questionnaire, please specify it:

Please return this questionnaire by fax : +36 27 512 268, or by E-mail: customer.service@celitron.com

Thank you for dedicating the time to fill this questionnaire, we are sure it will be a good help to us, as recourse to enhance the efficiency of our service and your satisfaction of our company.