



**CUSTOMER SATISFACTION SURVEY**

*As part of our continuous improvement process, we invite you to fill out this questionnaire and give your opinion on various aspects of our business relationship.*

*Your opinion is important to us:*

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*Company : .....*

*Country : .....*

*Name : .....*

*First Name.....*

*Your Matisec Contact .....*

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**Rate from 1 to 10**

**• TRAITEMENT of your demands:**

*Responsiveness of answers .....*

**Relational quality:**

*Home Phone .....*

*Your sales manager .....*

*Your sales administration .....*

*Your after-sales service .....*

*Delivery times Acknowledgement of receipt of order .....*

**• Our Products:**

*Sales presentation .....*



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**Rate from 1 to 10**

**Product quality :**

Respiratory range .....

Chemical Protective Clothing Range .....

Range of suit and ventilated hood .....

Special Installations range (compressor, training gallery..)

Other range : specify .....

**Level of price** .....

**Delivery times** .....

**• Our Services:**

Training .....

Our Helpline .....

Maintenance .....

**The company in general** .....

**SUGGESTIONS**

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# MATISEC



## *CUSTOMER SATISFACTION SURVEY*

*Thank you for answering this questionnaire.  
to be sent by e-mail to [Matisec@matisec.fr](mailto:Matisec@matisec.fr) or give to your sales contact  
person*