



CUSTOMER SATISFACTION SURVEY FORM

2012

A E STAMP SDN BHD

(285554-A)
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Taman Perindustrian Tago, Sri Damansara,
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Thank you for addressing our customer support.

Please take a few minute to tell us your level of satisfaction with our work & the way we tried to solve your problem.

1. Which product have you purchase mostly? (choose 2 only)

- AE Gel Stamp
- Colop Self Inking Stamp
- Colop Flash Stamp (EOS)
- Index Stamp
- Disney Stamp
- Others, _____

2. How satisfied are you with our products?

	Very Well				Not at all
1. Overall quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Value for the price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability to meet needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Usage experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Design & appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. What is your most convenient way for placing order?

- By fax
- By email
- By phone
- By sales person
- Others, please specify _____

4. How often do you place your order to A E STAMP SDN BHD?

- Daily
- Several times a week
- Once a week
- Several times a month
- Once a month

5. About how long did you have to wait before speaking to a representative?

- I was taken care of immediately
- Within 1-3 minutes
- Within 3-5 minutes
- More than 5 minutes
- Others, please specify _____

6. What is your convenient time for delivery?

- 9am-11am
- 11am-1pm
- Before 12pm
- 1pm-3pm
- Others, please specify _____

7. Rate your satisfaction with our Sales Person regarding the following features.

	Very Well				Not at all
1. Knowledge & competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Managing your orders/request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Willing to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Overall performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Rate your satisfaction with our Sales Admin regarding the following features.

	Very Well				Not at all
1. Knowledge & competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Managing your orders/request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Willingness to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Overall performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How important were each of the following in your decision to purchase our products? (choose 2 only)

- Performance
- Price
- Value
- Warranty & service
- High quality
- Name brand
- Others, please specify _____

10. Compare to the alternative products & services available on the market, how do you estimate A E STAMP SDN BHD?

- Much better
- Somewhat better
- About the same
- Worse
- Don't know

11. Will you continue purchasing products & services from A E STAMP SDN BHD?

- Definitely
- Probably
- Definitely not
- Others, please specify _____

Dealer's Stamp

Name of person who did the survey

AESSB use

Survey done by

MT

CT

GW

AM

WT

LEE

AW

Check by

EL

AL

MT

CT