









With the aim to review our certification EN 9100 and to maintain the highest level of customer service, we are very interested in your opinion. We thank you in advance for completing the following survey and return it to:
« Société LE GUELLEC. ZI de Pouldavid. 29177 Douarnenez Cedex » Fax : 02-98-92-01-34
 E-Mail : k.gourlaouen@leguellec.com

Customer Survey	Company :	Completed by :
	Date :	Position :

Key :

	Excellent		Acceptable		
	Satisfactory		Unsatisfactory		
					Comments

1. Delivered product					
• Products quality as regards your order					
• Delivery time respect					
• Finished product packaging quality					
• Carrier service quality					
• LG's commercials documents quality					
• What's your activity sector ?					

2. Response performance					
• Processing time of your inquiries					
• Evaluation of LG delivery times					
• Assistance for news products development					
• Handling customer complaints/claims					

3. Contact					
• Telephone (<i>reception, commercial and others...</i>)					
• Communication (<i>web site, flyers, visit, show...</i>)					
• In your opinion, what's communication support do you prefer (internet / fax / telephone / visit / fair)?					

4. Performance comparaison with ours competitors in terms of					
• Product's quality					
• Price level					
• Respect of the delivery time					
• Quality certification level					

5. Do you intend to buy new precision tubes in the next 6 months?

6. Precision tubes purchases as % of your purchasing budget?