**CUSTOMER SATISFACTION SURVEY**

**Information:**

Hello, We are conducting this survey in order to evaluate and improve the quality of the products and services we have provided to you from your perspective. Thank you for filling in our survey and helping us to serve you better product and service quality.

**ERHAS GROUP OF COMPANIES BOARD OF MANAGEMENT**

|  |
| --- |
| **Name of Your Company:** |
| **Name and the Title of the Person who Filled in the Survey:** |
| **Phone Number:** |
| **E-mail address:** |
| **Data :** |

1. **How do you know about our company?**

Exhibition Visit of Sales Representative Social Media Advertisement Internet Call Advice

1. **Indicate your priority for the goods and services to be received in the following boxes 1- Very Important 5- Less Important.**

Quality Reliability Time of Delivery Price After-Sales Support and Warranty Services Packaging

**How is your evaluation on the following topics?**

**Evaluation: According to the Degree of Satisfaction, it will be done as follows;**

**1- Very bad 2- Not good 3- Average 4- Good 5- Very good**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Question | 5 | 4 | 3 | 2 | 1 |
| The attitude of our call officer in your phonecall. |  |  |  |  |  |
| The attitude of our sales representative in your phonecall. |  |  |  |  |  |
| The accessibility of our sales representative and the speed of calling back to you when you can not reach them by phone. |  |  |  |  |  |
| The technical information and competence of our sales representative. |  |  |  |  |  |
| The competence of our sales representative to inform you about new products and services. |  |  |  |  |  |
| The competence of the presentation made by our sales representative about our company. |  |  |  |  |  |
| To what extent do you find the product promotional materials sufficient? |  |  |  |  |  |
| Do you find the product technical specifications on our website sufficient? |  |  |  |  |  |
| The price of the product you received |  |  |  |  |  |
| The quality of the product you received |  |  |  |  |  |
| The price-quality balance of the product you received |  |  |  |  |  |
| Time of delivery of the product you received |  |  |  |  |  |
| The ease of use of the product you received |  |  |  |  |  |
| The packaging quality of the product you received |  |  |  |  |  |
| The content of the information on the labels on the product you received |  |  |  |  |  |
| Our customer orientation |  |  |  |  |  |
| Our flexibility |  |  |  |  |  |
| Our speed of response to the problem |  |  |  |  |  |
| Our ability to solve the problem |  |  |  |  |  |
| Our ability to produce new technologies |  |  |  |  |  |
| Our product range |  |  |  |  |  |
| May you evaluate your trust in our brand? |  |  |  |  |  |
| May you evaluate your satisfaction in general about our company and products? |  |  |  |  |  |

**How is your evaluation in our product groups?**

**Evaluation: The Degree of Satisfaction will be selected in each of the Price, Quality and Time of Delivery columns, if you have not purchased the product, please check the “I have not purchased” column;**

**1- Very bad 2- Not good 3- Average 4- Good 5- Very good**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Product Group |  | Price | Quality | Time of Delivery |
|  | I have not purchased. | 5 | 4 | 3 | 2 | 1 | 5 | 4 | 3 | 2 | 1 | 5 | 4 | 3 | 2 | 1 |
| Sprinkler Irrigation Pipes |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Sprinkler Irrigation Accessories |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Sprinklers |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Flat Drip Irrigation Pipes |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Round Drip Irrigation Pipes |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Mini Valves |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Drip Irrigation Accessories |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Plastic Filters |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Y Type Plastic Filters |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Compression Fittings |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Clamp Saddles |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

**Opinion and Suggestion:**