



Please answer to:

Your company:

Reh fuss Drive Solutions GmbH  
Vor dem Weißen Stein 21  
72461 Albstadt

Company:

Name:

Email:

Fax No. 07432 - 701591

Address:

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**Questionnaire Investigation about customers' satisfaction**

Scores:

1 = good

2 = satisfactory

3 = not satisfactory

How do you judge us to be as far as:

**1. Quality**

The quality of Reh fuss products is:

1  2  3

**2. Price – performance ratio**

The price – performance ratio is:

1  2  3

**3. Deliveries**

Our statement of deliveries is:

1  2  3

We keep deliveries:

1  2  3

Information about changes of deliveries is:

1  2  3

**4. Range of products**

The range of products is:

1  2  3

Activity for new development is:

1  2  3

**5. Advise / service through the head office**

Competence and Advice of the contacts is:

1  2  3

Pleasantness of the contact is:

1  2  3

The availability of the contact is:

1  2  3



Processing of orders is: 1  2  3

Processing of enquiries is: 1  2  3

Advice for solutions for drive applications is: 1  2  3

**6. Advice / service through the agent**

Competence and Advice of the agent is: 1  2  3

Pleasantness of the agent is: 1  2  3

The availability of the agent is: 1  2  3

The intervals of visits is: 1  2  3

Advice for solutions for drive applications is: 1  2  3

**7. Presentation of the company:**

The clarity of the catalogues is: 1  2  3

The informational content of the catalogues is: 1  2  3

The technical documents are: 1  2  3

The internet presence is: 1  2  3

Electronic media – CAD-Files are: 1  2  3

**8. Service:**

The guarantee handling is: 1  2  3

The goodwill is: 1  2  3

The repair-/spareparts service is: 1  2  3

The flexibility of our service department is: 1  2  3

**9. Overall assessment:** 1  2  3

**Do you have any supplementations, suggestions or desires concerning our cooperation?**

**Date:**