

Customer Satisfaction Survey

Project Installation Process

As part of Starkstrom’s ongoing commitment to provide exceptional customer service, we would be very grateful if you could find a few minutes to complete the following questionnaire. We would also welcome any comments you may have as to how you think we could improve our service.

Project Details

Project Number		
Hospital		
Date	Started:	Completed:
Products Installed		

Hospital Details

Date		
Full Name		
Job Title		
Hospital		
Contact Details	Email:	Telephone/Extension:
Address		
	City:	Post Code:

Question	Highly Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Highly Satisfied	N/A	Comments
	1	2	3	4	5		

1	My product enquiry was dealt with very quickly						
2	The products and their use were explained clearly to me						
3	The quote provided was clearly written						
4	Relevant documentation was produced to the required standard						
5	Work was planned and managed effectively						
6	Delivery of products took place seamlessly						
7	Installation of products was done efficiently and effectively						
8	I received reports on progress in a clear and timely manner						
9	Flexibility to accommodate changing needs was shown						
10	The project was completed on time						
11	Communication was timely, clear and effective						
12	Commitment was demonstrated at all stages						
13	I had confidence that I was being provided a good quality service						

Further Comments

Please provide any further comments related to this project that you wish to express.

Testimonials

Please provide text for publication by Starkstrom. Alternatively, please indicate if you are happy for Starkstrom Marketing to contact you for further information.