

CUSTOMER SATISFACTION

Project Manager responsible for Mechanica:		Questionnaire delivered / sent on date:				
CLIENT: _____						
COMM: _____						
Completed by: _____ e-mail: _____						
Please quote your evaluation of the factors listed below with reference to the following scale: 1 very dissatisfied / 2 dissatisfied / 3 neutral / 4 satisfied / 5 very satisfied						NOTES
A	Realization team					
A1	Interpersonal relationships (availability, flexibility, courtesy ..)					
A2	Practical relational aspect with the team (organization of information exchange, meetings					
A3	Performance / professionalism and effectiveness of the personnel involved (Project Manager, Designers, Installation and Startup Staff)					
B	Product/System					
B1	Quality and compliance of the installed components					
B2	Performance of the installed system (mechanical and software functionality, ease of use, lay-out requirements)					
B3	Easy integration of your process with the automated system installed					
B4	Quality / cost ratio of the system					
C	Variety management					
C1	Willingness to transpose the variants					
C2	Cost of the variants handled during the work					
C3	Flexibility to understand the small variations in the basic price					
D	Realization of the system					
D1	Respecting the expected times					
D2	Flexibility to adapt to your needs with respect to the time initially planned					
Any suggestions:						Space reserved for Mechanica (QUA):
Signature _____						DATE: _____