SUNSTAR传感与控制	http://www.sensor-i	c.com/ TEL:07	55-83376549 FAX:0	755-83376182 E-MAIL	:szss20@163.com

Fb CS Questionnaire Customer Satisfaction

Your opinion is important !

1. Are you satisfied with the q □ yes - always	uality of ASM products ? □ mostly	□ sometimes	□ never			
2. Does ASM meet the confirm □ yes - always	ed delivery dates ? □ mostly	□ occasionally	□ never			
3. Are you satisfied with the at □ yes	f ter sales support ? □ mostly	□ sometimes	□ never			
4. Are you satisfied with the se □ yes - always	upport of ASM field sales □ mostly	engineers ?	□ never			
5. Are you satisfied with the se □ yes - always	upport of ASM inhouse p □ mostly	roduct engineers ? □ rarely	□ never			
6. Are you able to receive a qu □ yes - always	<i>lick response from the co</i> □ mostly	ntact person at AS □ sometimes	M? □ never			
7. Do you receive shipments d □ yes	completely and in good co □ mostly	ondition ? □ partially	□ never			
8. <i>Do catalogues and handboo</i> □ yes - excellent	bks contain sufficient and □ yes - mostly	<i>I qualified informat</i> □ usable	<i>ion ?</i> □ not useable			
9. Your rating for ASM compared □ much better	red with other companies □ little better	and similar produ □ equal	<i>cts ?</i> □ poor			
10. <i>Would you recommend</i> AS □ yes - unlimited	M ?	□ rather not	□ never			
Suggestions, requests and recommendations:						
Company:	Name:					
Adress:						
Tel. No:		Phone call reques	sted 🛛 yes			
Please fax the completed questionnaire to ASM QM -Team ++49 +8123 986 520 !						

Thank you for taking your time !

Questionnaire Customer Satisfaction 11 Fb CS.doc ASM GmbH Am Bleichbach 18-22 D-85452 Moosinning ©ASM 2005 Issued 15.9.2005 SUNSTAR自动化 http://www.sensor-ic.com/ TEL: 0755-83376489 FAX:0755-83376182 E-MAIL:szss20@163.com