



3D MACHINE

COMPANY, INC.

4790 East Wesley Drive, Anaheim, CA 92807

Phone 714-777-8985 • Fax 714-777-8987

Precision CNC Machining

Assembly

Prototype

Production

Dear 3D Machine Company customer:

We would like your help. We are constantly striving to provide you with better service, quality, and price. But, in order to do that, we need to measure how we are performing in your eyes. Your response to this small questionnaire will direct us to areas needing improvement.

Please take a moment and give us your responses to the following areas in which we are evaluating ourselves. After you have completed the survey, please e-mail to maria@3dmachineco.com, fax to the above number, or mail. Thank you for your assistance.

Sincerely,
Maria Falcusan
President

	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Telephone answered promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of sales personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Request for quote				
Quote received in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our performance regarding your order				
Communication on status of your order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of machining	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery time.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How do we compare to other machining vendors?				
Price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Experience.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you are dissatisfied with our service in any way, please explain: _____

We welcome any additional comments and suggestions: _____

Completed by: _____

Company name: _____