



## “Teamwork, Respect, Trust, Joy and Accountability”

In embracing our employee chosen values, CITC is asking our customers to become part of our team. Your response to this questionnaire is very important to CITC in making improvements to better meet your needs and requirements.

On a scale of 1 to 5, please rate the service you have received: (5 is COMPLETELY SATISFIED and 1 is COMPLETELY DISSATISFIED)						
	<u>CATEGORY</u>	<u>5</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>
1	Purchase order response time					
2	Shipment delivery time					
3	Products quality					
4	Products packaging (user manual, content)					
5	Products design (features, functionality)					
6	Promotional materials available					
7	Research and development time frame					
8	Customer service quality					
9	Product competitiveness					
10	Brand name acceptance					

Any comments will be reviewed and responded to as needed or requested:

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Date: \_\_\_\_\_ Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Website: \_\_\_\_\_

Thank you for your time,

*Gary & Stephany Crawford*