

Customer Satisfaction Survey

1. How would you rate (product or service) on an overall basis?

Excellent **Poor**
10 9 8 7 6 5 4 3 2 1

2. How satisfied were you with our (product or service)?

Very Satisfied **Satisfied** **Neither Satisfied or Dissatisfied** **Dissatisfied** **Very Dissatisfied**

3. What was your most positive experience?

4. Suggestions for Improvement?

5. In the following areas, how did the (product or service) compare with your expectations?

Key Attribute	Exceeded Expectations	Met Expectations	Below Expectations
1. Delivery Time			
2. Order Accuracy			
3. Product Performance			
4. Customer Service			
5. Quality			

Customer Survey Inputs are analyzed to determine trends for applicable improvement actions. Please send response to quality@blueaero.com.

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Customer Survey and Analysis
