

Customer Satisfaction Survey Form

GMI are committed to improving our level of service to our customers. Help us to improve by completing the survey form – all comments are welcomed. Please complete and return by e-mail, post or fax to +44 (0)141 812 7820.

Please complete the General Section and the Equipment Sales / Fixed Equipment Section, if relevant. A number should be circled for importance and performance against each service aspect using the following scales:

Importance Scale

- 4 – Extremely Important
- 3 – Important
- 2 – Slightly Important
- 1 – Not Important

Performance Scale

- 4 - Excellent
- 3 – Good
- 2 – Fair
- 1 - Poor

Importance of Service				Service Aspect	Satisfaction with GMI Performance			
General Service								
1	2	3	4	How would you assess the advice given to enable an informed selection of equipment?	1	2	3	4
1	2	3	4	To what extent do we communicate effectively with your Company?	1	2	3	4
1	2	3	4	How would you measure our ability to meet delivery requirements / schedule?	1	2	3	4
1	2	3	4	To what extent does our overall service provide good value for money?	1	2	3	4
Equipment Sales (if relevant)								
1	2	3	4	To what extent does the User Handbook supplied with the instrument provide sufficient information?	1	2	3	4
1	2	3	4	Were the accessories supplied with the instrument appropriate to your requirements?	1	2	3	4
1	2	3	4	Does the instrument have the required features for your application?	1	2	3	4
1	2	3	4	Does the equipment represent good value?	1	2	3	4
Fixed Equipment (if relevant)								
1	2	3	4	How would you rate the standard of installation?	1	2	3	4
1	2	3	4	How would you rate the co-ordination of installation?	1	2	3	4
1	2	3	4	How was the installation completed in relation to the intimated timetable?	1	2	3	4

Additional Comments:

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Company :

Acknowledgement Number:

Completed by :