



CUSTOMER SATISFACTORY SATISFACTORY QUESTIONNAIRE

COELMO operates in the continuous electricity sector since the beginning of 1900.

Since the beginning of COELMO's activity, we have constantly worked to develop, construct and install Generating Sets that are reliable in any ambient condition and any kind of usage.

It is important for us to have your opinion on the way COELMO works, infact, this is the only way to identify areas of our work that have to be improved.

Please kindly dedicate a few minutes to filling in the below questionnaire, your opinion is very important to us.

Evaluation Element	Unsatisfied	Not very satisfied	Satisfied	Very Satisfied
Quality of the Product				
Staff's Competence				
Staff's availability				
Staff's courtesy				
Fulfillment of your requests (technical, administrative, etc.)				
Ability and speed in resolving problems				
Respect of Delivery dates/times				
Completeness / Clarity of documentation (manuals, diagrams, certificates, etc..)				
Communication and information media tools (website, catalogue, etc.).				
After Sales Service				
Logistics				

Comments



Have you purchased a different brand Generating Set in the course of the past 5 years?

<input type="checkbox"/>	YES	<input type="checkbox"/>	NO
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If yes, which brand? _____

In the case that your ansie is affermative, which of the following reasons influenced your choice in preferring a different brand Generating Set?

<input type="checkbox"/>	Price
<input type="checkbox"/>	Payment Conditions
<input type="checkbox"/>	Quality of Product
<input type="checkbox"/>	Technical Support
<input type="checkbox"/>	Delivery Time
<input type="checkbox"/>	Other Reasons:

Which aspects do you think can be improved?

Which aspects were particularly appreciated ?

In the case you are interested or wish to receive updates on our production and special initiatives, we kindly ask you to provide your data:

Company Name: _____

Street: _____ **Locality** _____

Po box _____ **Prov (____)**

Contact Name: _____ Title: _____

Telephone _____ Fax _____ E-mail _____
www _____

Autorizzazione al trattamento dei dati personali (D. Lgs. 196/2003)

Signature _____

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