|  |  |
| --- | --- |
|  |  |

BA Components Limited requests your help. Please complete the following Customer Satisfaction Survey based on the project we recently completed for your organisation. Thank you for your time.

Customer Satisfaction Survey

|  |  |  |  |
| --- | --- | --- | --- |
| Customer Name: | Job Number: |  |  |

# Did we deliver the results and quality that were promised?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 🞏 | Less than expected | 🞏 | As expected | 🞏 | More than expected | 🞏 | Consistently more |

# Were key deadlines met with a “whatever it takes” attitude?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 🞏 | Less than expected | 🞏 | As expected | 🞏 | More than expected | 🞏 | Consistently more |

# The project/job process was …

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 🞏 | Less than expected | 🞏 | As expected | 🞏 | Better than expected | 🞏 | Consistently better |

# The overall service on this project/job was …

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 🞏 | Less than expected | 🞏 | As expected | 🞏 | Better than expected | 🞏 | Consistently better |

# Comments / Testimonial:

[Add your comments here.]

# Will you be using our services again? YES / NO

🞏 Please check this box if you are willing to act as a reference for our company in the future.

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!