

# APRS CONSULTING

## CUSTOMER SATISFACTION FEEDBACK

**Société/Company:** \_\_\_\_\_ **Date Du/from** \_\_\_\_\_ **au/to** \_\_\_\_\_

**Prestation/Job performed** \_\_\_\_\_

We thank you having chosen our company. In order to keep on and improve our work quality, to track customer's satisfaction, we would appreciate you to fill in and send this form back to us.

### Devis/Commercial offers

	<b>Excellent*</b> <b>Excellent*</b>	<b>Satisfaisant*</b> <b>Satisfactory*</b>	<b>Insuffisant*</b> <b>Insufficient*</b>
Qualité/Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarté/Clarity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Réactivité/Reactivity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Réponse aux besoins/Answer to your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compétitivité/Competitiveness'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Prestation/Job performance

	<b>Excellent*</b> <b>Excellent*</b>	<b>Satisfaisant*</b> <b>Satisfactory*</b>	<b>Insuffisant*</b> <b>Insufficient*</b>
Qualité/Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Réponse au besoin/needs' response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Réactivité/Reactivity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficacité/Efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fiabilité/Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Commentaires/Comment


**Nom/Name** \_\_\_\_\_

**Date** \_\_\_\_\_

**Fonction/Function** \_\_\_\_\_

**Signature**

\* **Excellent:** Sans remarque négative \***Satisfait:** vous êtes satisfait mais avez des remarques mineures \***Insuffisant:** vous avez des critiques majeures  
\* **Excellent:** No negative comment \***Satisfactory:** You have minor remarks \***Insufficient:** You have important worries