



MJ AEROSPACE
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Customer Satisfaction Survey
 Rev. A

MJ Aerospace thanks you for giving us the opportunity to serve you. Please help us serve you better by providing feedback which will help us determine the extent to which we have fulfilled your requirements.

Please complete and return this survey to: sales@mjaerospace.com
 Or send it to the address above, Attention: Quality Department

Section 1 - Customer Information	Date:
Company Name:	Contact Name:
Address:	Title:
City, State, Zip:	Tel Number:
E-mail:	Fax Number:

Section 2 - Please assess our company in the following areas:						
	Unsatisfied	Less than Average	Average	Better than Average	Excellent	N/A
	1	2	3	4	5	
Quality & Reliability - last 12 months:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of Documentation:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of Product:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Order Process:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sales department availability and support:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Turnaround time for Request for Quote (RFQ):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product lead times & On-Time Delivery:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Packaging:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competitive Prices:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If applicable, were non-conformances or product delays communicated in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compared to your other suppliers, how do you rate our performance - last 12 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What can we focus on in order to serve you better?						
Please add any additional comments on MJ Aerospace performance:						