

# Customer Satisfaction Survey

We really appreciate you choosing ISOLITE INSULATING PRODUCTS CO., LTD.

We value your feedback and and suggestions for improvements. In order to constantly develop and improve our services we would like to request your feedback via this survey.

**Deadline: Friday, July 22, 2022**

## 1. Customer Details

Trading Company	Manufacturer	Other
Company Name :		
Department :	Your Name :	

## 2. Rate your overall satisfaction with the quality of services provided by ISOLITE.

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Dissatisfied	Undecided
1 Service experience:						
2 Product performance:						
3 Price :						
4 Delivery speed :						

## 3. Over the last year, what products and / or services have you purchased / used from us?

AES: Bio-Soluble Fiber ISOWOOL BSSR	PCW: Polycrystalline Fiber Alumina Fiber	RCF: Refractory Ceramic Fiber	(multiple answers allowed)
1 Blanket, Bulk	AES	PCW	RCF
2 Engineered Fiber	AES	PCW	RCF
3 VFS Products (such as Board, Panel Heater)	AES	PCW	RCF
4 Modules (Blocks)	AES	PCW	RCF
5 Paper Products	AES	PCW	RCF
6 Textile Products	AES	PCW	RCF
7 LTC Series (extremely low thermal conductivity)			
8 FireGuard AL-SEAL BS			
9 Insulating Fire Brick, Mortar			
10 ISOFIL (Ceramic fiber dust filter)			
11 ISOPLATON (Lightweight setter)			
12 TBS (Machinable Ceramics)			
13 ISOLITE CG (Porous Ceramics)			
14 Furnace Construction (including design)			
15 Other			

#### 4. What made you choose our services / products?

(multiple answers allowed)

1	1 Range of products	2 Past use experience	3 Product unique to ISOLITE
	4 Product Specifications	5 Product quality (at the time of delivery)	6 Product quality (product life)
	7 Technical support	8 (Sales) Responsiveness	9 Cost
	10 After-sales service	11 Deadline fulfillment	
	12 Quick delivery	13 Flexibility to amend delivery dates	

#### 5. How can we improve? Please let us know what other companies we could learn from.

1 Range of products

Company Name:

Details:

2 Delivery

Company Name:

Details:

3 Product Quality

Company Name:

Details:

4 Overall

Company Name:

Details:

#### 6. How would you rate the following aspects?

Very Satisfied    Satisfied    Neither satisfied nor dissatisfied    Somewhat dissatisfied    Dissatisfied    Undecided

1 PIC (Person in Charge) was clearly assigned:

2 Frequency of in-person visits/appointments:

3 Frequency of WEB meetings/correspondence:

4 Timing and frequency of contact via phone:

5 Performance during the visit/contact:

6 Sales Representative's knowledge about products:

7 PIC demonstrated good knowledge on how to apply the products in question to you/end-user:

8 PIC proactively proposed solutions:

9 Explanation of the delivery time:

10 Flexibility to amend the order delivery date:

11 Other comments or feedback:

## 7. Technical support service

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Dissatisfied	Undecided
1 Installation guidance:						
2 Thermal calculation:						
3 Preparatory meetings:						
4 Overall technical support:						
	Yes	No	Do not know			
5 Have you been visited by our technical team?						
	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Dissatisfied	Undecided
6 How would you rate their performance?						
	Yes	No	Do not know			
7 Would you like an in-person/online meeting with our technical team?						
8 Other comments or feedback:						

## 8. Products / Delivery

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Dissatisfied	Undecided
1 Thermal properties (heat resistance, thermalinsulation, shock resistance, etc.):						
2 Chemical properties (corrosion resistance, environmental resistance, etc.):						
3 Physical properties:						
4 Measurement accuracy:						
5 Appearance:						
6 Usability:						
7 Packaging:						
8 Product condition at the time of delivery:						
9 Delivery company:						
10 Inspection report:						
11 Safety Data Sheet (SDS):						
12 GHS labelling:						
GHS: Globally Harmonized System of classification and labelling of chemicals.						
13 If there is anything else we should improve, please write below:						

## 9. Complaints

Very Satisfied      Satisfied      Neither satisfied nor dissatisfied      Somewhat dissatisfied      Dissatisfied      Not applicable/ Do not know

1 Sales Representative's performance:

2 Initial response about the product or service:

3 Interim report or explanation of the situation:

4 Written opinion or response content:

5 Overall approach:

6 Other comments or feedback:

10. If there's something else you would like to feedback about, please write below.