

	<b>Title:</b>	<b>Customer Satisfaction Survey</b>	<b>Number:</b>	<b>ORG-020</b>
			<b>Effective Date:</b>	<b>2010 SEP 24</b>
	<b>Approved By:</b>	<b>Christopher O'Leary</b>	<b>Revised Date:</b>	<b>2019 JAN 04</b>
	<b>Signature:</b>	<b><i>Signature on File</i></b>	<b>Revision Edition:</b>	<b>A</b>

Kenson Top Leadership is committed to knowing your company and requirements to create and maintain synergistic processes and correct strategies to provide the best possible products and experiences.

Kenson welcomes your invaluable insights and feedback as a means to springboard improvements to our business acumen and to best identify and understand your needs.

<b>Company Name:</b>	
<b>Company Location:</b>	
<b>Your Name:</b>	
<b>Kenson Contact:</b>	

<b>Please rate each as follows</b>
<b>5 = Very Satisfied</b>
<b>4 = Somewhat Satisfied</b>
<b>3 = Neutral</b>
<b>2 = Somewhat dissatisfied</b>
<b>1 = Dissatisfied</b>

<b>Product / Quality</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	Rate the overall quality of deliverables ordered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Rate your satisfaction with deliverable's documentation (i.e. COC, FAI, Pack Slips, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Rate the overall response and resolution to Quality Issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Service</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	Rate the overall satisfaction with on-time deliveries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Rate the overall responsiveness to the quotation process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Rate the overall satisfaction with pricing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Rate the overall satisfaction with Customer Service responsiveness>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Company</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	Rate your satisfaction with Kenson Management and communication.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Rate how trustworthy and valued Kenson Plastics is considered as a supplier?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Would you recommend Kenson Plastics as a supplier to others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How can Kenson Plastics Inc. improve your customer experience? Please share comments, suggestions, etc. below:

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Thank you for participating in the Kenson Plastics Inc. Customer Satisfaction Survey. Please complete and return to [webinquiry@kensonplastics.com](mailto:webinquiry@kensonplastics.com).