



FRIATEC is committed to total Customer Satisfaction and ISO 9001 conformance. Please assist us with this commitment by completing this form and returning it to us via fax, email or mail.

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Contact Name: _____
Company Name: _____
Phone: _____
Email: _____

On a scale of 1 to 5 (1 being worst - 5 being best) how do we compare with our competitors in the following categories?

Quality of Products Worst Better Best
1 2 3 4 5

Completeness of orders Worst Better Best
1 2 3 4 5

On time delivery Worst Better Best
1 2 3 4 5

Response to customer need Worst Better Best
1 2 3 4 5

Completeness of paperwork Worst Better Best
1 2 3 4 5

Comments _____

For FRIATEC use

Survey review by: _____
Date of review: _____
Follow-up needed: _____
Follow-up assigned to: _____
Follow-up completed on: _____

Investigation Required Yes or No
Corrective Action required Yes or No
Corrective Action # Assigned _____



F-720-001-A
Customer Survey Form

REV.	CHANGE REQUEST #	DATE	AUTHORIZED BY