



Customer Satisfaction Survey

Through its quality approach with ISO 9001 certification, Chromatotec Group / airmotec A.G. commits itself to meeting the requirements of its customers and to anticipate their expectations. We are constantly seeking to cooperate with customers and distributors to ensure they are satisfied with the services and products provided.

This includes actions to obtain feedback from our customers and distributors, to propose ways of improving our customer service, our quality management system and our calibration services. By answering to this short questionnaire, you will help us to improve the quality of our service.

Full Name - In option _____

GLOBAL SATISFACTION LEVEL



Global satisfaction level

☐ ☐ ☐ ☐ ☐

TECHNICAL AND COMMERCIAL SERVICES



Response time following your request

☐ ☐ ☐ ☐ ☐

Quality of our technical proposal

☐ ☐ ☐ ☐ ☐

Quality of proposed commercial package

☐ ☐ ☐ ☐ ☐

Chromatotec team attitude

☐ ☐ ☐ ☐ ☐

AFTER SALES SERVICE



Response time following your request

☐ ☐ ☐ ☐ ☐

Analysis & diagnosis of the problem

☐ ☐ ☐ ☐ ☐

Quality of proposed solution

☐ ☐ ☐ ☐ ☐

Chromatotec team attitude

☐ ☐ ☐ ☐ ☐

Follow up quality

☐ ☐ ☐ ☐ ☐

Do you have any suggestions for how we can improve our product/service or customer experience? (Open-ended response)

Thank you for taking the time to complete our customer satisfaction survey.
Your feedback will help us improve our product/service.