BLUEFIN INTERNATIONAL

CUSTOMER SURVEY

CUSTOMER: [redacted]
CONTACT: [redacted]
ADDRESS: [redacted]
CITY, STATE, ZIP: [redacted]
TELEPHONE/FAX: [redacted]
E-MAIL ADDRESS: [redacted]

DATE: 2/18

SURVEY SUBMITTED BY:
TITLE/DEPARTMENT:
TELEPHONE/FAX:
E-MAIL ADDRESS:

OVERALL RATING 1 (low) through 5 (highest)	0-100%	
1)-expectations not met **2)-expectations below average-improvements required** **3)-somewhat met expectation** **4)-meets expectations** **5)-exceeds expectations**	**Circle one**	**%**
1. Communication, response time, issue reporting	1 2 3 4 (5)	
2. Overall price structure-fluctuations, market prices, impacts	1 2 3 4 5	N/A to m
3. Delivery performance-on time, early, late, keeping informed	1 2 3 4 (5)	
4. Packaging-integrity, condition, material used	1 2 3 4 5	N/A to m
5. Changes to orders-in progress, price increase, delivery schedule	1 2 3 4 5	N/A to m
6. Paperwork provided-complete, accurate	1 2 3 4 (5)	
7. In house staff-order taken, sales personnel	1 2 3 4 (5)	
8. Corrective action response, accuracy, thoroughness, effectiveness	1 2 3 4 (5)	
9. Overall expectations being met of parts, product or service	1 2 3 4 (5)	
10. Overall professionalism of staff	1 2 3 4 (5)	
TOTAL SCORE		

OBSERVATIONS/COMMENTS/CHANGES YOU WOULD LIKE TO SEE:

Great

CUSTOMER SIGNATURE: [redacted] DATE: 2/18/09
TITLE: expeditor

PLEASE FAX BACK AT NUMBER LISTED ABOVE-THANK YOU

IN HOUSE USE ONLY		
Received by:	*Date:*	*Posted:*
Action required:		
Assigned to:	*Due Date:*	