



# ROCKY MOUNTAIN REFERENCE MATERIALS

## Customer Satisfaction Form

<b>Company:</b>	<b>Contact:</b>	<b>Date:</b>
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Please rate us on a scale of 1 to 5, where **1** is **Unacceptable** and **5** is **Exceeding Expectations**.

**Scale**

<b>Attribute:</b>	<b>NA</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1. Are you greeted with respect and professionalism?						
2. Rate our response time when replying to your requests.						
3. Is our technical and commercial information clear and concise?						
4. Do our products meet and fulfill your needs?						
5. How would you rate our delivery performance?						
6. How frequently do you return products due to damage or fault?						
7. How flexible are we in meeting your urgent needs?						
8. Do you believe we give you good value for your money?						

### **General Observations and Comments:**

What can we improve to better meet your needs? _____
Are there aspects of our service needing improvement? _____

**When finished, please Email to [Sales@RMRMs.com](mailto:Sales@RMRMs.com) or FAX to (720) 943-7670**

ISO 9001:2015 – Quality System Form				
<b>QSF 108A</b>	Approved: <b>Daniel Geist</b>	Issue Date: <b>09/01/2017</b>	Issue #: <b>2</b>	Page <b>1</b> of <b>1</b>