



Life Support International

CUSTOMER SATISFACTION SURVEY

Number: F723.002

Rev: Sept. 2010

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Life Support International is dedicated to continual improvement and committed to providing quality products and outstanding customer service. We would like to hear input from you on how we can improve. Please take our brief customer satisfaction survey today. It will take a few moments of your time. Please print this survey. When completed, please fax completed survey to (+) 1-215-785-2880.

Surveyed by:

Date:

Survey Type: Phone / Web / Email / Mail

1. Company Name:

2. How frequently do you purchase from us?

- This is the first time
- Every week
- Every 2 – 3 weeks
- Every Month
- Every 2 -3 months
- Every 4 – 6 months
- Once a year

3. How would you rate your overall level of satisfaction with LSI?

- Highly Satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Highly dissatisfied

COMMENTS:

4. Please rate LSI on the following attributes

Customer Service

- Excellent / Well Above Average
- Good
- Fair / Average
- Poor / Below Average

COMMENTS:

Response Time

- Excellent / Well Above Average
- Good
- Fair / Average
- Poor / Below Average

COMMENTS:



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Product Performance & Quality

COMMENTS:

- Excellent / Well Above Average
- Good
- Fair / Average
- Poor / Below Average

Sales Staff

COMMENTS:

- Excellent / Well Above Average
- Good
- Fair / Average
- Poor / Below Average

On Time Delivery

COMMENTS:

- Excellent / Well Above Average
- Good
- Fair / Average
- Poor / Below Average

5. How likely are you to continue doing business with us?

- Very likely
- Somewhat likely
- Neutral
- Somewhat unlikely
- Very unlikely

6. Do you have suggestions for improving our products?

7. Do you have any suggestions for new product development?