



Vacuum Products Canada Inc.

Customer Satisfaction Survey

1. How would you rate Vacuum Products Canada Inc. in handling orders from proposal to delivery?
Above Average Average Below Average Undecided
2. In dealing with our Customer Service department, how do you feel your needs/concerns were met?
Above Average Average Below Average Undecided
3. In dealing with our Technical Support/Sales department, how do you feel your needs/concerns were met?
Above Average Average Below Average Undecided
4. How do we compare to other suppliers in terms of;
 - a) Quality of product,
Above Average Average Below Average Undecided
 - b) Availability of stock items,
Above Average Average Below Average Undecided
 - c) On-time deliveries,
Above Average Average Below Average Undecided
 - d) Prompt service attention.
Above Average Average Below Average Undecided
5. Why did you choose Vacuum Products Canada Inc.? (check all that may apply)
Quality Reliability Technical assistance Pricing
No alternative Other (please state) _____
6. Where did you hear about Vacuum Products Canada Inc.?
Internet Word of Mouth Bought from Leybold Canada Inc.
Other (please specify) _____
7. Will you use our services again?
Yes No Undecided
8. How can we serve you better?

9. Additional comments:

If you would you like Vacuum Products Canada to contact you, please fill out the following:

Company Name: _____

Contact Person: _____ Phone # _____

Please fax or email survey back to

Quality Assurance Department
Vacuum Products Canada Inc.
Phone: 800-269-6030
www.vpcinc.ca

Fax: (905) 672-2249
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