**Kelly, Eric**
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**SIF Written Comments**

# Acme Widget Corporation
# Sales Rep: A. Boisvert

| Totally Satisfied/ Fully Agree | Somewhat Satisfied/ Partially Agree | No Response | Somewhat Dissatisfied/ Partially Disagree | Totally Dissatisfied/ Fully Disagree | |
|---|---|---|---|---|---|
| | | | X | | [Overall] On an overall basis, how satisfied are you with our company? |
| | | | | X | How satisfied are you with the ease of doing business with our company? |
| | X | | | | I would purchase products or services from your company again. |
| | | | X | | I would recommend your company to an associate. |
| | | | X | | [Billing and Invoicing] How satisfied are you with our billing and invoicing? |
| | | | X | | Invoices from your company are complete and accurate. |
| | | | X | | Billing issues are fairly and satisfactorily resolved. |
| | X | | | | When there is an issue with an invoice, your personnel are accommodating and helpful. |
| | X | | | | [Pricing] How satisfied are you with the procedures we use for providing quotes? |
| | X | | | | Price quotes are provided quickly and accurately. |
| | X | | | | When providing quotes, your availability of information is readily accessible and up to the minute. |
| | X | | | | When providing quotes, the prices you quote or the availability of product meets my needs. |
| | X | | | | [Communication] How satisfied are you with our company's overall communication efforts? |
| | X | | | | Your personnel routinely stay in touch with me to keep me apprised of issues that may affect me. |
| | | | X | | Everyone in your company seems committed to helping meet my business needs. |
| X | | | | | I do not need to rely solely on my sales representative to meet my informational needs. |
| X | | | | | [Customer Impressions] How satisfied are you with our company as a business partner? |
| X | | | | | I intend to continue my business relationship with your company. |
| X | | | | | When I think of quality products and services, I think of your company first. |
| | X | | | | Your company listens and responds to me when I have a problem. |
| | | | X | | [Sales Performance] How satisfied are you with the overall performance of our sales representatives? |
| | | | | X | Your sales representatives thoroughly know and understand your products and services. |
| X | | | | | Your sales representatives understand my business needs. |
| X | | | | | Your sales representatives suggest solutions to improve our business. |
| | | | X | | [Delivery] How satisfied are you with the delivery of our products or services? |
| | X | | | | Your deliveries arrive when promised. |
| | | | X | | Your deliveries are complete and accurate. |
| | | | X | | All deliveries are clearly marked to identify the contents. |
| | | | X | | [Management Interactions] How satisfied are you with your interactions with our management? |
| | X | | | | The management people I have contacted in your company are customer focused. |
| | | | X | | I know that your management is available to address my problems and concerns. |
| | X | | | | I can always contact someone in your company who can make decisions that affect me. |
| X | | | | | [Ordering] How satisfied are you with the effectiveness with which we process your orders? |
| X | | | | | I never experience problems when I place an order by telephone. |
| | X | | | | Ordering from your company is an easy process. |
| | X | | | | Your company is flexible and accommodating when we need to make changes to an order. |
| | X | | | | [Customer Service] How satisfied are you with the customer service we provide? |
| | | X | | | The customer service personnel are pleasant and knowledgeable. |
| | X | | | | Whenever a problem arises, I know who to contact. |
| | | | X | | If someone cannot initially answer my question, they find the answer and get back to me promptly. |
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