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### *DIVERSIFIED's Quality Policy*

"We are a Quality Driven Organization, continually improving our processes in order to exceed customer expectations."

### *DIVERSIFIED's Quality Objectives*

To consistently provide all product(s) with a 100% acceptance and on-time delivery rate.

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*This questionnaire will be used by DIVERSIFIED as a measurement tool, to help us continually improve as a service organization.*

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For your future business needs, please contact Raymond Moe  
r.moe@divind.com  
425.355.1253 X228

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For quality concerns, please contact Jeanette Sicklovan  
jsicklovan@divind.com  
425.355.1253 X254

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*Diversified Industrial Services  
13008 Beverly Park Road  
Mukiteo, WA 98275*

# *Customer Satisfaction Assessment*



[www.GoDiversified.com](http://www.GoDiversified.com)

# Customer Satisfaction Assessment

*In our efforts to improve our relationship and services, please take a moment to complete this questionnaire. Your responses will be reviewed so that we can make any necessary improvements to help us work with, and serve you better.*

Company: \_\_\_\_\_

1.) Did your product(s) meet your requirements?

Yes  No

If No, please comment: \_\_\_\_\_

2.) Did you receive your product(s) on time per scheduled requirements?

Yes  No

If No, please comment: \_\_\_\_\_

3.) Did you receive your product(s) properly packaged, identified & accompanied by the appropriate paperwork?

Yes  No

If No, please comment: \_\_\_\_\_

4.) Were you able to contact a Diversified representative when needed?

Yes  No

If No, please comment: \_\_\_\_\_

5.) Was the representative friendly and capable of resolving any questions or issues you may have had?

Yes  No

If No, please comment: \_\_\_\_\_

6.) Did you receive Corrective Action Request response(s) on time?

Yes  No  N/A

If No, please comment: \_\_\_\_\_

7.) Did you receive sufficient Corrective Action response(s)?

Yes  No  N/A

If No, please comment: \_\_\_\_\_

**Overall Satisfaction Rating :**    Excellent     Good     Average     Fair     Poor

**Please include any additional comments/complaints we may use to better serve you:**

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**Completed By:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Thank you for your time.*

*Please E-Mail, Mail or Fax to "Jeanette Sicklovan"*

*E-Mail: [jsicklovan@divind.com](mailto:jsicklovan@divind.com)*

*13008 Beverly Park Rd. Mukilteo, WA 98275*

*Fax#: 425.355.1261*