



Customer Satisfaction Survey Form

As part of our improvement program to serve you better, we would appreciate your kind feedback on the following questions. Kindly complete the form and email us at marketing@hisaka.com.sg or fax to **+65-6364 0070**. Thank You!

Company		Date	
Name		Email	
Designation		Phone	

***Note: Please rate from 1 to 5, with 1 being the most negative and 5 as the most positive feedback; 3 will denote neutral or no comments.*

(A) Customer Service

- ❖ Your enquiry, request(s) and/or order(s) have been attended to promptly.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5
Strongly Disagree		Strongly Agree		

- ❖ The staff(s) handling your enquiry, request(s) and/or order(s) is technically proficient and knowledgeable.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5
Strongly Disagree		Strongly Agree		

(B) Product Quality & Pricing

- ❖ Our products meet your specifications and quality requirements.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5
Strongly Disagree		Strongly Agree		

- ❖ Our product pricing is competitive and worthy of the quality delivered.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5
Strongly Disagree		Strongly Agree		

(C) Order Processing, Delivery & Logistics

- ❖ Your order(s) are processed accurately.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5
Strongly Disagree		Strongly Agree		

- ❖ You order(s) are delivered promptly and accurately according to planned schedule.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5
Strongly Disagree		Strongly Agree		

❖ Any other comments: _____

Thank you for your feedback!