



Advatech Pacific

Changing The Way Engineering Is Conducted

Customer Feedback Form

Hello and welcome to the Advatech Pacific Customer Feedback Form!

Here at Advatech Pacific, Inc. we value the comments and concerns of our customers and partners. We encourage you to participate in our customer feedback process so that we can better serve you in our current and future endeavors. This form consists of two sections. Section one contains the "How are we doing?" portion of the form. Please indicate your perception of our performance by rating us on a 0 to 10 scale, with 0 indicating an unacceptable performance and 10 representing an exceptional performance.

If you have a concern or complaint, please complete section two of this form indicating your issue that needs our attention. Please include a detailed description in order for us to swiftly resolve your concern or complaint. You may complete section one, section two, or both sections one and two. Please print, complete, and mail this form to:

**Advatech Pacific, Inc.
1849 North Wabash Avenue
Redlands, CA 92374**

You may also email the Customer Feedback Form to info@advatechpacific.com. Thank you for dedicating your time to enhance Advatech Pacific's continual improvement system!

Customer Information (please complete)

Contact Name: _____
Company: _____
Program Name: _____
Phone Number: _____
Email address: _____
Date: _____

Section 1: How are we doing?

Please indicate your perception of our performance by rating us on a 0 to 10 scale, with 0 indicating an unacceptable performance, 5 a satisfactory performance, and 10 representing an exceptional performance.

Customer Perception of our Performance (0-10, 10 is exceptional)

- 1) The abilities and professionalism of our people are ... Rating: _____
Comments:

- 2) The quality of our products and services are ... Rating: _____
Comments:

- 3) Our on time delivery performance is ...
Comments:

Rating: _____

- 4) Our ability to perform work at the contract value or price quoted is ...
Comments:

Rating: _____

- 5) Identify any specific issues of particular concern or any opportunities for improvement:

Do you have any complaints or concerns? (If yes, please continue to Section 2)

Section 2: "I have a concern or complaint that needs your attention!"

☐ **Technical Issue/Problem**

- ☐ Service Problem
- ☐ Product Problem
- ☐ Hardware/Software Problem
- ☐ Integration Problem
- ☐ Quality Related Problem

☐ **Program Issue/Problem**

- ☐ Reporting or Documentation Problem
- ☐ Contractual Problem
- ☐ Project Management Problem
- ☐ Resources or Staffing Problem
- ☐ Schedule Related Problem

☐ **Other Issues/Concerns (please explain)**

Details of Issues/Concerns: