*BC Group International Inc.*
*P.O. Box 25125*
*9415 Gentry Avenue*
*St. Louis, MO 63125 USA*
*Phone: 314.638.3800 Fax 314.638.3200*
*www.bcgroupintl.com*

# Product Sales Customer Satisfaction Survey

Please take a minute to circle the appropriate grade for each item & fill in any comments you have.

| | ← Dissatisfied | | | | Totally Satisfied → |
|---|---|---|---|---|---|
| **Communication** Promptly and efficiently communicated with you before, during, and after the order was filled, as appropriate. Comments: | **1** | **2** | **3** | **4** | **5** |
| **Delivery** Promptness of deliver and keeping of commitments. Comments: | **1** | **2** | **3** | **4** | **5** |
| **Quality** Total quality in all aspects of this transaction. (Accurate documentation, product is high-quality in both appearance and function, labeling, packaging, etc.) Comments: | **1** | **2** | **3** | **4** | **5** |
| **Responsiveness** Courtesy and professionalism. Ability and willingness to answer questions and solve problems. Comments: | **1** | **2** | **3** | **4** | **5** |

**Based on this sales transaction, are you likely to contact BC Group the next time you need test equipment?** **Yes** **No**

Date:_____ Ref #:_____

**PLEASE FAX BACK TO US AT 314-638-3200.** No cover sheet is needed. ***THANK YOU!***