

Current Date 

**Thank you** for taking this customer satisfaction survey. The survey should take less than five minutes of your time to complete. To submit the survey, please fax this sheet to 770.465.7447.

**1.** How often do you purchase goods from DGS?

First-time Buyer        Only Buy from DGS

**2.** Please indicate to what extent each of the aspects below is a priority for you.

	<u>Importance</u>			<u>Satisfaction with DGS</u>		
	High	Moderate	Not At All	High	Moderate	Not At All
1. Technical support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Product availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Product quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Responsive customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Pricing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Online ordering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3.** How would you rate the overall performance of DGS relative to your expectations?

Well Above My Expectations        Well Below My Expectations

**4.** In the past 12 months, did you have any of the following types of problems with DGS? For any areas where you experienced one or more problems, please indicate how well DGS resolved the issue.

	No Problems	One Problem	Two or More Problems	Problem resolved	Problem addressed but not resolved	Problem not addressed
	1. Order Processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Shipping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Quotation process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Invoicing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Defective Product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Damaged Product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Product out of specifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**5.** How can we improve your customer experience?

**6. OPTIONAL.** If you would like us to respond, please give us your contact information: