



Zyvax, Inc.

Revision: A
8/1/07

“Knowledge that Performs”
Customer Satisfaction Survey

F-720-004
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CUSTOMER SATISFACTION SURVEY

Name: _____

Date: _____

In the interest of continuous improvement, we at Zyvox, Inc. appreciate if you would spend a few minutes to complete this valuable survey. Your candid response will allow us to assess how well we are meeting your needs, evaluate our training requirements and improve our product lines and service.

Company Name:	City & State:
Contact:	Phone:
E-mail:	Fax:
Products Manufactured:	Manufacturing Processes:

Please fill in and note any changes above.

How satisfied are you with Zyvox, Inc. products and services in the following areas?

	Very Satisfied	Satisfied	Neutral	Dissatisfied
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to meet needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How satisfied are you with your business relationship with Zyvox, Inc. in the following areas?

	Very Satisfied	Satisfied	Neutral	Dissatisfied
Delivery Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of Courtesy & Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchasing Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical Competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-Sale Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pricing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Compared to alternative companies products, Zyvox, Inc. products are:

- Much Better
 Somewhat Better
 About the Same
 Worse
 Don't Know



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Compared to alternative companies services, Zyvox, Inc. services are:

- Much Better Somewhat Better About the Same Worse Don't Know
-

Would you purchase additional or related products from Zyvox, Inc.?

- Yes No Not Sure
-

Would you recommend Zyvox, Inc. products and/or services to your suppliers or customers?

- Yes No Not Sure
-

How often do you use Zyvox, Inc. products and/or services?

- Daily Once a week or more Once a month or more Several times a year Other
-

About how many gallons of Zyvox Inc. product do you use each month?

- 100 gallons or more 75-99 gallons 50-74 gallons 25-49 gallons Less than 25 gallons
-

How long have you been using Zyvox, Inc. products and services?

- More than 3 years 2-3 years 1-2 years 6 months to 1 year less than 6 months
-

How would you rate your experience with Zyvox, Inc. product, services and support?

- Very Satisfied Satisfied Neutral Dissatisfied
-

Have you experienced any problems using Zyvox, Inc. products or services?

- Yes No Don't Know
-

Please provide suggestions for new product development or improvement or other feedback:
