

## Magellan Customer Satisfaction Survey

As a part of Magellan's ISO9001 Quality Management, we survey our customers and suppliers on a regular basis to learn about their satisfaction with our performance. Please take a few minutes to share with us your feedback so that we can improve our quality system and increase your satisfaction. We appreciate your time and feedback!

Company Name: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Contact and/or Department: \_\_\_\_\_

*\* Please circle a number on the 1 - 5 scale, with 1 = "Poor", 3 = "Average" and 5 = "Excellent".*

A. How do you rate the availability and response time of our personnel?	1	2	3	4	5	NA
B. How do you rate the courtesy, helpfulness, and competence of our personnel?	1	2	3	4	5	NA
C. How do you rate the overall processing of your order?	1	2	3	4	5	NA
D. How do you rate our product quality?	1	2	3	4	5	NA
E. How do you rate our delivery time?	1	2	3	4	5	NA
F. How do you rate our performance in the case of a complaint or problem?	1	2	3	4	5	NA
G. How do you rate your overall satisfaction with our company?	1	2	3	4	5	NA
H. Would you buy from us again?	1	2	3	4	5	NA

\*\*\* Please fax back to: 1-617-399-7901 Thank you!