

We are interested in your opinion about the work we do **4U**. Please take a few minutes and rank each area as specified. *Thank you for your input!*

Your options to fill out and submit form

- 1) Click on this link to fill out and submit an online form: <http://urc4u.com/customer-survey>
- 2) Open this interactive form - email completed and saved PDF to Donna Hull: DonnaH@URC4U.com
- 3) Print and fill out form, then scan and email to Donna Hull: DonnaH@URC4U.com
- 4) Print and fill out form, then hand to your salesperson

CUSTOMER INFORMATION

Company: _____ Name: _____ Date: _____

Email: _____ Title: _____ Phone: _____

Please rank our **PRODUCTS** from 1 to 10, with 1 being "Poor" and 10 being "Excellent."

PRODUCTS	How would you rate the quality of our products?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	How would you rate the packaging of our products?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	How well do our products meet your needs?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	How can we improve our products? _____										

Please rank our **RESPONSE** from 1 to 10, with 1 being "Poor" and 10 being "Excellent."

RESPONSE	How would you rate our customer service?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	How would you rate our response to your delivery needs?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	How is our response about product concerns?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	How can we improve our response? _____										

Please rank our **SERVICE** from 1 to 10, with 1 being "Very Dissatisfied" and 10 being "Very Satisfied."

SERVICE	Are you satisfied with the technical support you receive?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	Are you satisfied with the work of your URC salesperson?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	Are you satisfied with the installation support you receive?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	How can we improve our service? _____										

Please rank our **INNOVATION** from 1 to 10, with 1 being "Not Well At All" and 10 being "Extremely Well."

INNOVATION	How well do we provide new, viable product offerings?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	How well do we respond to your specific, customized product technology needs?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	How can we improve our innovation? _____										

Please rank the **SUMMARY** from 1 to 10, with 1 being "Very Dissatisfied" and 10 being "Very Satisfied."

SUMMARY	How easy is URC to work with?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	How satisfied are you with URC?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10
	What does URC do best? _____										
	What ONE improvement should we make NOW ? _____										