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External Client Survey

DBSS-FRM-208

Compiled
Approved

EFFECTIVE FROM
01/03/2017

CUSTOMER DETAILS

Company Name	
Country	
Contact Person:	
Contact Number	
Email Address	
Job Title	

PRODUCT / SERVICE DETAILS

Analysis	
Standards	

QUESTIONNAIRE

Please Mark with a cross

How could DBSS Improve its product and services? (We value your Feedback & suggestions)		1 - Totally Dissatisfied 2 - Dissatisfied 3 - Neutral (neither agrees or disagrees) 4 - Agree 5 - Totally agree				
1	Are you satisfied with the product/service supplied by DBSS?	1	2	3	4	5
2	Will you recommend DBSS product /services to others?	1	2	3	4	5
3	Will you continue to support DBSS?	1	2	3	4	5
4	Were your needs and requirements identified and fully understood by DBSS?	1	2	3	4	5
5	Did you receive prompt delivery of the product/service?	1	2	3	4	5
6	Did DBSS communicate in a courteous and timely manner keeping you informed?	1	2	3	4	5
7	Do you feel you received "value for money" product/service from DBSS:	1	2	3	4	5

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