

Customer Satisfaction Survey

Survey Information	
Aselsan Product Category	
Date of Sending Survey	

Customer Information	
Name of Organization	
Name of Person filling the Survey	
Position/ Title	
Phone # (Land Line/ Mobile)	
Fax.	
e-mail	

In order to serve you better and provide better solutions for your needs, it is very important for us that share your opinion about Aselsan Middle East with us. You can send the form back to us via mail or fax.

Address :

KADDB Industrial Park – Dulail – Jordan

P.O. Box 2014, Amman 11181, Jordan

Tel: +962 (2) 6298000

Fax: +962 (2) 6298010

E-mail: info@aselsanmiddleeast.com

ASELSAN Middle East Services Evaluation

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	VERY POOR
1. CUSTOMER SERVICES						
Time taken to address your questions and concerns						
Availability of our employees						
How well did our personnel treat you?						
How well did we handle your complaints?						
How knowledgeable was the staff about products and services provided by ASELSAN Middle East?						
2. LOGISTICS SERVICES						
Compliance with delivery schedule						
Paper work timeliness						
Submitting required documents on time						
3. MAINTENANCE & REPAIR SERVICES						
Maintenance time required for repair						
Timely response to field problems						
Adequacy of maintenance manuals						
Spare parts supplied in compliance with delivery schedules						
4. TRAINING SERVICES						
Overall Performance of the Trainer						
Adequacy of the training in general						
Adequacy of maintenance training						
Did the training fulfill all aspects of how the product should be used and maintained?						

ASELSAN Middle East Products Evaluation

	Excellent	VERY GOOD	GOOD	FAIR	POOR	VERY POOR
5. PRODUCT RELATED						
Ease of use						
Reliability of the device						
Technical performance						
Packaging quality						
Image resolution						
The user's manual was easy to understand and implement						
Adequacy of user manuals						
Marking/Labeling is clear						
How well did our products meet your needs?						
Compared to similar products offered by other companies, how would you rate us?						
How likely are you to recommend our products and services to others?						
How likely are you to purchase our products again?						
If you are not likely to purchase from us again, what is the reason?						
How would you rate the quality of our products						
How would you rate the value of money of the products?						
What changes would most improve our product?						
What do you like most about similar products from competing companies?						
What are the things that you would most like to improve in this product?						