

CUSTOMER SATISFACTION FORM

As a valued customer of Coidan Graphite Products Ltd Ltd, it would be of tremendous benefit to us if you could complete this form to provide a little feedback as to your opinion of our company and the service you have received. This is particularly important to us, as your feedback will enable us to identify any areas that may need improvement.

(our office use only)	

Please complete the attached form and either post it to the address above or fax it to us on (01423) 330647 We appreciate your time and look forward to hearing from you.

Yours faithfully

David Coidan, Managing Director

Coidan Graphite Products Ltd July 2011

Coidan Graphite Products Ltd • Station Road • Kirk Hammerton • YORK • North Yorkshire • YO26 8DQ **Tel** 01423 330492 • **Fax** 01423 330647 • **Email** sales@coidan.com VAT No. GB838776175 Co. Reg. No. 5098271



Please rate our service by marking the relevant box, 1 being Poor, 5 being Excellent.

riginal Enquiry las our quotation/proposal received on time? ow competitive was our price? las quotation detailed enough? Id we quote for what you wanted? roject Management ow well was the project managed overall? lere our engineers courteous and helpful? lere all staff well presented? ow do you rate communication with our company roughout the project duration? uality of Product/Service ow well do you rate the quality of finish? las the quality of products used to your satisfaction? las the job completed as per your specification? las the job completed on time?				
las our quotation/proposal received on time? ow competitive was our price? las quotation detailed enough? Id we quote for what you wanted? roject Management ow well was the project managed overall? lere our engineers courteous and helpful? lere all staff well presented? ow do you rate communication with our company roughout the project duration? uality of Product/Service ow well do you rate the quality of finish? las the quality of products used to your satisfaction? las the job completed as per your specification? las the job completed on time?				
ow competitive was our price? Id so quotation detailed enough? Id we quote for what you wanted? In project Management In pow well was the project managed overall? Idere our engineers courteous and helpful? Idere all staff well presented? In pow do you rate communication with our company In project duration? In product/Service In well do you rate the quality of finish? If as the quality of products used to your satisfaction? If as the job completed as per your specification? If as the job completed on time?				
roject Management ow well was the project managed overall? fere our engineers courteous and helpful? for do you rate communication with our company roughout the project duration? uality of Product/Service ow well do you rate the quality of finish? fas the quality of products used to your satisfaction? fas the job completed as per your specification?				
roject Management ow well was the project managed overall? fere our engineers courteous and helpful? fere all staff well presented? ow do you rate communication with our company roughout the project duration? uality of Product/Service ow well do you rate the quality of finish? fas the quality of products used to your satisfaction? fas the job completed as per your specification? fas the job completed on time?				
roject Management ow well was the project managed overall? fere our engineers courteous and helpful? fere all staff well presented? ow do you rate communication with our company roughout the project duration? uality of Product/Service ow well do you rate the quality of finish? fas the quality of products used to your satisfaction? fas the job completed as per your specification? fas the job completed on time?				
wwwell was the project managed overall? Gere our engineers courteous and helpful? Gere all staff well presented? Sow do you rate communication with our company roughout the project duration? uality of Product/Service Sow well do you rate the quality of finish? Sas the quality of products used to your satisfaction? Sas the job completed as per your specification? Sas the job completed on time?				
dere our engineers courteous and helpful? dere all staff well presented? ow do you rate communication with our company roughout the project duration? uality of Product/Service ow well do you rate the quality of finish? das the quality of products used to your satisfaction? das the job completed as per your specification? das the job completed on time?				
dere our engineers courteous and helpful? dere all staff well presented? ow do you rate communication with our company roughout the project duration? uality of Product/Service ow well do you rate the quality of finish? das the quality of products used to your satisfaction? das the job completed as per your specification? das the job completed on time?				
ow do you rate communication with our company roughout the project duration? uality of Product/Service ow well do you rate the quality of finish? las the quality of products used to your satisfaction? las the job completed as per your specification? las the job completed on time?				
wality of Product/Service www.www.www.ww.ww.ww.ww.ww.ww.ww.ww.ww				
ow well do you rate the quality of finish? 'as the quality of products used to your satisfaction? 'as the job completed as per your specification? 'as the job completed on time?				
ow well do you rate the quality of finish? 'as the quality of products used to your satisfaction? 'as the job completed as per your specification? 'as the job completed on time?				
as the quality of products used to your satisfaction? as the job completed as per your specification? as the job completed on time?	1	- 1	i	
as the job completed as per your specification? as the job completed on time?				
as the job completed on time?				
		į		
ealth & Safety				
ealth & Safety				
d our engineers wear correct PPE?				
d our engineers use the correct tools/plant for the project?			,	
ere all site Health & Safety regulations adhered to?				
verall Opinion	i			
verall rating on service received				
ould you be happy to use our services again?		İ	l	i I
ould you recommend us to any one else?				

Please complete this form and either post it to the address above or fax it to us on $(01423)\ 330647$