



VON RUDEN MANUFACTURING, INC.

Fluid Power / Mechanical / Custom / Tool Products

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CUSTOMER SATISFACTION SURVEY

Thank you for your business! We value your support and continually strive to improve our products, services and support. Please complete our survey and return by e-mail to sales@vonruden.com or print and fax to (763) 682-3954. All information is confidential and will not be distributed to any other parties. Thank you for your time.

You normally receive support in a timely manner?

The product selection and quotation process is satisfactory to your needs?

The ordering process is straightforward and easy to understand?

You normally receive the correct items and quantities ordered?

You normally receive shipments on time or as expected or negotiated?

The paperwork received is clear and understandable?

Should a problem arise, VRM efficiently satisfies your needs?

Your sales representative is responsive, courteous and knowledgeable in answering your questions?

You would use our products and services in the future?

Based on your experience as our customer, you will recommend us to a colleague?

How does our sales material serve you when comparing VRM to the competition?

How does our product offering serve you when comparing VRM to the competition?

How does our product reliability serve you when comparing VRM to the competition?

How does our pricing serve you when comparing VRM to the competition?

How does our lead-time serve you when comparing VRM to the competition?

What are your top three (3) most important attributes when choosing a supplier?

- Country of Origin
- Customer Service
- Lead-time
- Local Sales Representation
- Price
- Product Life
- Product Selection
- Sales Materials
- Technical Assistance
- Quality

What aspect of the product or service were you most satisfied by?

What aspect of the product or service were you most disappointed by?

What can VRM do to make you a more satisfied customer? *(Please provide any additional comments you may have, or indicate areas you believe need improvements.)*

Comments: