



PACKAGING SYSTEMS, INC.
 26435 Summit Circle • Santa Clarita, CA 91350
 661-253-5700 • Fax: 661-253-9190

Customer Satisfaction Survey

How Are We Doing?

Company Name:
Address:

Packaging Systems Inc. takes pride in ensuring the fulfillment of its customers' expectations. We eagerly seek your input for the continual improvement of our quality processes. Please give the questions below your consideration and kindly return this completed survey to us once completed.

Please circle the number to the right of each question below that best expresses your judgment of our performance.

Product Quality

<i>The quality of our products?</i> -Packaging Systems is continually striving for excellence in the quality of its products. Your input is valuable for attaining that excellence.	Scale				
	Dissatisfied		Neutral	Satisfied	
How satisfied are you with the overall performance of our products?	1	2	3	4	5
If you have had difficulty with the performance of any of our products, what product was it?	Please identify product and problem:				
How satisfied were you with the resolution to your problem?	1	2	3	4	5
How satisfied were you with the professionalism of our Sales Personnel?	1	2	3	4	5

Delivery

How are our deliveries? -Packaging Systems prides itself in short lead times in production and on time shipments. Your input is valuable in our assessment of these goals.	Dissatisfied		Scale		
			Neutral	Satisfied	
Ship dates are stated at the time of order placement. How satisfied are you with the timeliness of our ship dates?	1	2	3	4	5
When necessary we try to meet our customers AOG needs. How satisfied are you with the shipment of expedited orders?	1	2	3	4	5

Service

How is our service? -It is of utmost importance to Packaging Systems that our customers are provided with professional service. Your input is valuable on our assessment of this goal.	Dissatisfied		Scale		
			Neutral	Satisfied	
How satisfied are you with the professionalism of our Sales Personnel?	1	2	3	4	5
When looking for cost effectiveness solutions, (i.e. alternative products, price break information, alternative shipping methods, better storage methods, etc.) how satisfied are you with our solutions and resourcefulness?	1	2	3	4	5
When placing orders, inquires, RFQ's, PO's, how satisfied are you with the response of our Sales Personnel?	1	2	3	4	5

Additional comments or feedback you would like share us: _____

Thank you for your time and participation in our survey.

Please return this completed survey to:

Packaging Systems, Inc.
 26435 Summit Circle
 Santa Clarita, CA 91350

Attn: Eleanor M. Gray
 Quality Manager

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 FAX: 661-253-9190
 e-mail: eleanor@pkgsys.net