

Customer Satisfaction Survey Results 2003



Each item below requires two responses.	Always	Frequently	Sometimes	Never	Don't Know or Not Applicable		Very Important	Important	Not Important	Don't Know or Not Applicable
1. You are satisfied with our response time to quotes.	33%	34%	24%	6%	3%		82%	18%	0	0
2. We offer you valuable technical knowledge of the label industry.	35%	32%	17%	8%	8%		48%	34%	15%	3%
3. The quality of our labels and tags meet your requirements.	74%	24%	2%	0	0		92%	8%	0	0
4. Our employees are professional, pleasant, and helpful.	57%	26%	17%	0	0		59%	41%	0	0
5. We meet our agreed upon delivery time.	39%	51.50%	8%	1.50%	0		92%	8%	0	0
6. We address problems / issues in a timely manner.	38%	29%	20%	4%	9%		80%	17%	0	3%
7. Our sales representative keeps in touch with you on a regular basis.	38%	23%	20%	14%	5%		36%	41%	19%	4%

326 Customer Satisfaction Surveys mailed
66 Customers responded