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Customer Satisfaction Survey
 F-740-003 Rev. E

Bigelow Aerospace thanks you for giving us the opportunity to serve you. Please help us serve you better by providing feedback which will help us determine the extent to which we have fulfilled your requirements.

Please complete and return this survey to: quality@bigelowaerospace.com

Or send it to the address above, attention: Quality Department

Section 1 - Customer Information	Date:
Company Name:	Contact Name:
Address:	Title:
City, State, Zip:	Tel Number:
E-mail:	Fax Number:

Section 2 - Please assess our company in the following areas:						
	Poor	Somewhat Unsatisfied	Average	Very Satisfied	Superior	N/A
	1	2	3	4	5	
Product Quality and Reliability:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of Shipment and Documentation:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product change notification process:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality & Reliability - last 12 months:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sales department availability and support:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Turnaround time for Request for Quote (RFQ):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product lead times:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility (delivery plan agreement, backlog adjustments, etc.):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-Time Delivery Performance:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If applicable, were nonconformances or product delays communicated in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compared to your other suppliers, how do you rate our performance - last 12 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What can we focus on in order to gain a larger share of your business?						
Please add any additional comments on Bigelow Aerospace performance:						