



11115 – 100 Avenue
Grande Prairie, Alberta
Canada T8V 3J9

GPR Industries (1994) Ltd.

Telephone (780) 532-5900
Facsimile (780) 532-5904
Website www.gprindustries.com

Form No: QF-04
Rev.: 1
Date: May 2009

Customer Satisfaction Survey

Customer: _____ **GPR Contact:** _____
Contact: _____ **Cust Fax #:** _____

Please complete this questionnaire with regards to our products and services.

Please circle off the box that most accurately reflects your opinion.

	How well our services meet your requirements					How important is this to you		
	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable	Important	Very Important	Not Important
1. I am satisfied with GPR	4	3	2	1	0	3	2	1
2. GPR employees were flexible in responding to changing requirements	4	3	2	1	0	3	2	1
3. I received all responses in a timely manner	4	3	2	1	0	3	2	1
4. Communications with the GPR team met my expectations	4	3	2	1	0	3	2	1
5. I am confident in the abilities of GPR	4	3	2	1	0	3	2	1
6. Overall, my experience with GPR has been positive	4	3	2	1	0	3	2	1
7. Documentation requested was received correctly and in a timely fashion	4	3	2	1	0	3	2	1
8. I received good value for my dollar	4	3	2	1	0	3	2	1
9. I will consider GPR for additional projects	4	3	2	1	0	3	2	1
10. I will recommend GPR to others.	4	3	2	1	0	3	2	1
11. GPR is ethical and trustworthy.	4	3	2	1	0	3	2	1
12. GPR offers a competitive price	4	3	2	1	0	3	2	1
13. GPR provides you with quality products and services	4	3	2	1	0	3	2	1
14. GPR meets or exceeds your required time of delivery	4	3	2	1	0	3	2	1

15. Why do you choose a specific vendor: _____
 16. What do you like most about doing business with GPR: _____
 17. What more can GPR do for you: _____
 18. What one change or improvement could you recommend that would increase your satisfaction with GPR: _____

Comments:

Please return survey to GPR: Fax (780) 532-5904 or email info@gprindustries.com

