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***DIVERSIFIED's Quality Policy***

"We are a Total Quality Company, continually improving our processes to satisfy our internal and external customers."

***DIVERSIFIED's Quality Objectives***

To consistently provide product that meets Diversified's customer's requirements.

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***This questionnaire will be used by DIVERSIFIED as a measurement tool, to help us continually improve as a service organization.***

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For your future business needs, please contact Bill Davidson  
b.davidson@divind.com  
425.355.1253 X262

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For quality concerns, please contact Jeanette Sicklovan  
jsicklovan@divind.com  
425.355.1253 X254

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***Diversified Industrial Services  
13008 Beverly Park Road  
Mukiteo, WA 98275***

***Customer  
Satisfaction  
Assessment***



[www.GoDiversified.com](http://www.GoDiversified.com)

# Customer Satisfaction Assessment

*In our efforts to improve our relationship and services, please take a moment to complete this questionnaire. Your responses will be reviewed so that we can make any necessary improvements to help us work with, and serve you better.*

Company: \_\_\_\_\_

1.) Did your product(s) meet your requirements?

Yes  No

If No, please comment: \_\_\_\_\_

2.) Did you receive your product(s) on time per scheduled requirements?

Yes  No

If No, please comment: \_\_\_\_\_

3.) Did you receive your product(s) properly packaged, identified & accompanied by the appropriate paperwork?

Yes  No

If No, please comment: \_\_\_\_\_

4.) Were you able to contact a Diversified representative when needed?

Yes  No

If No, please comment: \_\_\_\_\_

5.) Was the representative friendly and capable of resolving any questions or issues you may have had?

Yes  No

If No, please comment: \_\_\_\_\_

6.) Did you receive Corrective Action Request response(s) on time?

Yes  No  N/A

If No, please comment: \_\_\_\_\_

7.) Did you receive sufficient Corrective Action response(s)?

Yes  No  N/A

If No, please comment: \_\_\_\_\_

**Overall Satisfaction Rating :**    Excellent     Good     Average     Fair     Poor

**Please include any additional comments/complaints we may use to better serve you:**

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**Completed By:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Thank you for your time.*

*Please E-Mail, Mail or Fax to "Jeanette Sicklován"*

*E-Mail: [jsicklován@divind.com](mailto:jsicklován@divind.com)*

*13008 Beverly Park Rd. Mukilteo, WA 98275*

*Fax#: 425.355.1261*