

Customer Satisfaction Questionnaire

Customer - Company		Contact	
Captec Contact		Date	

We would be grateful if you could spare a few minutes to complete this Customer Satisfaction help us ensure that our standard of customer care exceeds expectations wherever possible.

Please tick the appropriate box to indicate your degree of satisfaction.

Where: 1 = Excellent, 2 = Good, 3 = Satisfactory, 4 = Poor 5 = Very Poor

TOPIC	1	2	3	4	5	Comments / Improvement
RESPONSIVENESS: How do you rate our responsiveness in dealing with you?						
PROFESSIONALISM: How do you rate our professionalism in dealing with you?						
TECHNICAL SUPPORT: If you received any technical support, how do you rate the technical competence of our engineers and their response time?						
PRODUCT QUALITY: How do you rate our products and services and did they meet your needs and expectations regarding quality and performance?						
DELIVERY: How do you rate our delivery on time performance and our commitment to meet your delivery expectations?						
COMPETITIVENESS: How do you rate the competitiveness of our products and do they represent best value for total cost of lifetime ownership?						

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Arthur D. Little, Inc



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Measuring Customer Satisfaction and Loyalty Bob E. Hayes, 2008-04-22 The third edition of this best seller updates its detailed information about how to construct evaluate and use questionnaires and adds an entirely new chapter on customer loyalty Included are two different methods of sampling and determining an appropriate sample size for reliable results the reliability and validity of results real examples of customer satisfaction measures and how they can be used guidelines for developing questionnaires scale development the concept of quality frequencies sampling error two methods of determining important service or product characteristics as perceived by the customer discussion on the measurement and meaning of customer loyalty and methods for loyalty based management Readers will gain a sound grasp of the scientific methodology used to construct and use questionnaires utilizing the author s systematic approach They will be able to pinpoint and focus on the most relevant topics and study both the qualitative and quantitative aspects of questionnaire design and evaluation These and many more important scientific principles are presented in simple understandable terms *Customer Care Excellence* Sarah Cook, 2008 Emphasizing both strategic and practical aspects of customer care this work explains how gaining customer commitment and motivating employees to deliver an excellent service at all of a company s touch points can ensure successful results and satisfied customers Consumer Survey Information in a Reforming Health Care System James R. Knickman, Clifton R. Gaus, 1999-02 *Consumer Survey Information in a Reforming Health Care System*, 1995

Web-based Survey Techniques Gregory Spitz, Frances L. Niles, Thomas J. Adler, Transit Cooperative Research Program, 2006 **Research Method and Statistics** Mr. Rohit Manglik, 2024-05-24 In this book we will study about research design data collection statistical analysis and interpretation relevant to fashion studies **Health Information - E-Book** Mervat Abdelhak, Sara Grostick, Mary Alice Hanken, 2011-02-07 Following the AHIMA standards for education for both two year HIT programs and four year HIA programs *Health Information Management of a Strategic Resource* 4th Edition describes the deployment of information technology and your role as a HIM professional in the development of the electronic health record It provides clear coverage of health information infrastructure and systems along with health care informatics including technology applications and security Practical applications provide hands on experience in abstracting and manipulating health information data From well known HIM experts Mervat Abdelhak Sara S Grostick and Mary Alice Hanken this book includes examples from diverse areas of health care delivery such as long term care public health home health care and ambulatory care An e book version makes it even easier to learn to manage and use health data electronically A focus on the electronic health care record helps you learn electronic methods of organizing maintaining and abstracting from the patient health care record Learning features include a chapter outline key words common abbreviations and learning objectives at the beginning of each chapter and references at the end Unique Availability in the e book format helps you in researching abstracting and managing data electronically A study guide on the companion Evolve website includes

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