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Question Innovations  
Atlanta, GA 30309  
info@questioninnovations.com

### Customer Satisfaction Survey Questionnaire

**Instructions:** Please take a moment to complete the survey. Your feedback is vital in helping us understand how we can improve our products and services. For each statement, please indicate your level of satisfaction by ticking the appropriate box. At the end of the survey, we have included two open-ended questions for any additional comments or suggestions you might have.

Questions	Excellent	Good	Average	Below Average	Poor
How satisfied are you with the quality of our product/service?					
How would you rate the value for money of our product/service?					
How effective was our customer service in resolving your issue?					
How likely are you to purchase from us again?					
How likely are you to recommend our product/service to others?					
How satisfied are you with the ease of purchasing and ordering product?					

# CUSTOMER SATISFACTION SURVEY QUESTIONNAIRE TEMPLATE

This template is crafted to assist businesses in understanding their clients' satisfaction levels, preferences, and expectations.



Available File Formats

# Customer Service Survey Questions Template

**Marco Cascella**



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*Using Customer Needs to Drive Transportation Decisions* Kathleen E. Stein, Robert K. Sloane, National Cooperative Highway Research Program, 2003

The Certified Manager of Quality/Organizational Excellence Handbook, Fourth Edition Russell T. Westcott, 2013-10-07 This handbook is a comprehensive reference source designed to help professionals address organizational issues from the application of the basic principles of management to the development of strategies needed to deal with the technological and societal concerns of the new millennium The content of this fourth edition has been revised to reflect a more current global perspective and to match the updated Body of Knowledge BoK of ASQ's Certified Manager of Quality Organizational Excellence CMQ OE In order to provide a broad perspective of quality management this book has specifically been written to address Historical perspectives relating to the evolution of particular aspects of quality management including recognized experts and their contributions Key principles concepts and terminology relevant in providing quality leadership and communicating quality needs and results Benefits associated with the application of key concepts and quality management principles Best practices describing recognized approaches for good quality management Barriers to success including common problems that the quality manager might experience when designing and implementing quality management and insights as to why some quality initiatives fail Guidance for preparation to take the CMQ OE examination Organized to follow the BoK exactly throughout each section of this handbook the categorical BoK requirements associated with good quality management practices for that section are shown in a box preceding the pertinent text These BoK requirements represent the range of content and the cognitive level to which multiple choice questions can be presented Although this handbook thoroughly prepares individuals for the ASQ CMQ OE exam the real value resides in post exam usage as a day to day reference source for assessing quality applications and methodologies in daily processes The content is written from the perspective of practitioners and its relevance extends beyond traditional product quality applications

**Information Development** JoAnn T. Hackos, 2007-01-29 A revolutionary new resource that brings documentation product management ideas up to date The 1994 bestselling classic *Managing Your Documentation Projects* set the industry standard for technical documentation However since then much has changed in the world of information development With this new title JoAnn Hackos looks beyond the structured project of the 1980s and 1990s Instead she focuses on the rapidly changing projects of the 21st century and addresses how to introduce agile information development without neglecting the central focus of planning information design and development around the needs of information users As an information development manager you are expected to reduce costs and project time do more work with fewer resources and less money and increase the value of the information you deliver Recognizing this

Hackos has carefully designed this book to help you do precisely that She helps you make strategic decisions about information development and directs the discussion of project management toward smarter decision making An update of the original 1994 Information Process Maturity Model IPMM presents you with a method by which you can compare the state of your organization to others evaluate your current status and then consider what is necessary in order to move to the next level Information Development offers a completely new look at best practices for all phases of the document development lifecycle including Managing a corporate information portfolio Evaluating process maturity Partnering with customers and developing user scenarios Developing team effectiveness and collaboration Planning and monitoring information projects Managing translation and production Evaluating project performance Managing for quality efficiency and cost effectiveness The companion Web site includes electronic versions of the templates and checklists featured in the book Wiley Technology Publishing Timely Practical Reliable Visit our Web site at [www.wiley.com/compbooks](http://www.wiley.com/compbooks)

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*Marketing Kit for Dummies* Alexander Hiam, 2004-11-26 In his bestselling book *Marketing For Dummies* Alexander Hiam revealed the secrets of effective marketing for every kind of business In the first edition of *Marketing Kit For Dummies* he presented a wealth of practical and effective tools and tactics for implementing effective campaigns quickly and cheaply This new edition of *Marketing For Dummies* offers all the proven advice as the first edition but with new information and state of the art Internet marketing techniques Whether your business is large or small staffed by a few people a few hundred or thousands *Marketing Kit For Dummies 2nd Edition* offers everything you need to know and all the tools you need to implement for marketing campaigns that drive business results Straight to the point and full of common wisdom on what works and what doesn't this book covers all the bases Tap into the power of the Internet Create buzz with publicity Research plan and budget effectively Set up winning sales promotions Generate sales with action ads Launch winning Web campaigns Expert author Alexander Hiam marketing specialist business professor and operator of an independent consulting firm gives you the handy specialized tools that make marketing a breeze The accompanying CD ROM is packed with practical tools from marketing plans to advertising objective worksheet to proven and effective Web page templates and even free stock photography With this marketing toolkit in hand you'll learn how to Master the five Ps of

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