

# FMI Medical Instruments

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## Customer Satisfaction Survey

Customer: \_\_\_\_\_

Contact (Optional): \_\_\_\_\_ Date: \_\_\_\_\_

Dear Customer:

We at FMI Medical, continuously seek ways to improve the quality of our products and services by maintaining ISO 13485:2003 and other continuous improvement programs throughout each year. As part of this effort, we would appreciate receiving your feedback. Please check the appropriate boxes as they apply. The employees and management of FMI Medical wish to thank you for your patronage as a valued customer.

	Completely Satisfied (4)	Somewhat Satisfied (3)	Somewhat Dissatisfied (2)	Completely Dissatisfied (1)
<b>1.0 Product Evaluation</b>				
1.1 FMI product quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Product Features, adaptability, Suitability, performance and reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Overall satisfaction with FMI products.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2.0 Personnel Evaluation</b>				
2.1 Available to answer questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Knowledge products/features and technical details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Overall satisfaction with FMI personnel that you interface with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3.0 Service/Delivery/Installation</b>				
3.1 Timeliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Condition after service/delivery/ and/or Installation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Overall satisfaction with our service/delivery and/ or installation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4.0 Overall Satisfaction with FMI</b>				
4.1 Competitive Pricing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Timeliness Responses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Satisfaction with reliability and performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Overall satisfaction with FMI as a company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: \_\_\_\_\_