



Customer Satisfaction Survey

Ratings Key;

1 Not Satisfied, 2 Somewhat Satisfied, 3 Satisfied, 4 Very Satisfied, 5 Extremely Satisfied

1. Cost

A. Competitive price(s). 1 2 3 4 5 N/A

B. Timeliness, quality and accuracy of the CSSR/CFSSR. 1 2 3 4 5 N/A

Remarks: _____

2. Schedule

A. SVC delivered the required products on schedule. 1 2 3 4 5 N/A

B. Delivery met the customer need. 1 2 3 4 5 N/A

C. Timeliness of schedule submittal. 1 2 3 4 5 N/A

Remarks: _____

3. Quality

A. Product data delivered complete and accurate. 1 2 3 4 5 N/A

B. Quality of the product. 1 2 3 4 5 N/A

Remarks: _____

4. Technical – SVC’s products performed as expected. 1 2 3 4 5 N/A

Remarks: _____

5. Mission Success – SVC’s products supported your Mission Success. 1 2 3 4 5 N/A

Remarks: _____

6. Responsiveness – SVC’s overall responsiveness. 1 2 3 4 5 N/A

Remarks: _____

7. Contract Requirements – SVC’s contractual performance. 1 2 3 4 5 N/A

Remarks: _____

8. Overall Satisfaction – Overall, SVC’s products, services and people. 1 2 3 4 5 N/A

Remarks: _____

9. Web Site

A. Provides enough information on our products and services. 1 2 3 4 5 N/A

B. Overall usefulness and ease of use. 1 2 3 4 5 N/A

Remarks: _____

10. General Comments or Remarks: _____