

## Customer Feedback Questionnaire

Dear Customer, In order for us to suitably comply with our commitment to the requirements of the international standard BS EN ISO 9001:2015, BuyLedPanels.com have a documented process to monitor customer satisfaction and evaluate the trends for improvement. We would appreciate your time to take a few moments to complete this form and return it via the details at the bottom of the document. Please place a click in the boxes provided using the following key:

"4" for Completely Satisfied, "3" for Satisfied, "2" for Needs Improvement and "1" for Poor.

### 1. Customer Service

Our staff...

	4	3	2	1
a. are helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. are quick to respond when asked for assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. conduct themselves in a professional manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 2. Quality

Our quality team...

	4	3	2	1
a. respond to quality issues in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. complete their designated responsibilities within the time frame scheduled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. are committed to providing a high quality service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Their high quality service has enabled us to establish a solid, long-term relationship with them as a supplier.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 3. Delivery

Our products...

	4	3	2	1
a. arrives in good condition at the designated ship location (s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. arrives on time, on schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. is delivered with correct shipment documentation, accurate and consistent with your requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 4. Values

	4	3	2	1
a. We consider BuyLedPanels.com a valuable supplier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Invoicing for products, shipment and receipt is accurate and consistent with our requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. LedHero LTD's support is a valuable resource for our company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. LedHero Ltd brings additional value to the supplier/ customer relationship as a result of the ongoing personal attention on programs awarded.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Where did you first here about BuyLedPanels.com?

Completed by .....

Company .....

Date completed .....

Additional Comments

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Thank you for your feedback. Please return this completed form to [sales@buyledpanels.com](mailto:sales@buyledpanels.com)