

# Ballard Technology Customer Satisfaction Survey

Name \_\_\_\_\_

Company \_\_\_\_\_

Today's Date: \_\_\_/\_\_\_/\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

Purchase Date: \_\_\_/\_\_\_/\_\_\_

Hardware Product Purchased \_\_\_\_\_

CoPilot Software Purchased?  Yes  No

mm/dd/yyyy

**1. Overall satisfaction**

*Overall, I am satisfied with products and services from Ballard Technology.*  Highly Agree  Agree  Disagree  Highly Disagree

*I would recommend Ballard Technology products and services to a colleague or friend.*  Highly Agree  Agree  Disagree  Highly Disagree

**2. Service and Communication**

*The Ballard Sales Staff described the company's products clearly and accurately.*  Highly Agree  Agree  Disagree  Highly Disagree  N/A

*The Ballard Technology web site was informative and easy to use.*  Highly Agree  Agree  Disagree  Highly Disagree  N/A

*The Ballard Manufacture's Rep. was helpful and courteous.*  Highly Agree  Agree  Disagree  Highly Disagree  N/A

**3. Product availability and functionality**

*The product delivery time was satisfactory* .....  Highly Agree  Agree  Disagree  Highly Disagree

*The product met my technical requirements* .....  Highly Agree  Agree  Disagree  Highly Disagree

**4. Open ended questions**

*How can Ballard Technology improve its products and services?*

*Do you have a near term requirement with which we can assist you?*