



**MC Solutions S.r.l.**

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Dear Customer,

in order to constantly improve the service level supplied by our Company, we kindly ask Your contribution filling in this assessment questionnaire and expressing Your opinion about the aspects mentioned in the table below.

We thank you in advance for eventual suggestions that you will share with us.

<b>Assessment item</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	<i>Poor</i>	<i>Scarce</i>	<i>Sufficient</i>	<i>Good</i>	<i>Excellent</i>
<i>Delivery Time</i>					
<i>Response Time (to general info or offer enquiries)</i>					
<i>Web site usability and availability of on line contents</i>					
<i>Features and functionalities of supplied products (meets requirements/needs/technical specs required, ease of installation?)</i>					
<i>Quality of information and technical files made available</i>					
<i>Ability to understand and respond in an efficient way to emerging issues (Technical Skill)</i>					
<i>Personnel willingness and kindness</i>					

**Suggestions:**

Customer Company Name .....

Compiling Date .....