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CUSTOMER SATISFACTION SURVEY

Name & Company:
Email:
Phone Number:

For each item identified below, circle the number to the right that best fits your answer.

Customer Service and Product Quality	Scale				
	W O R S T	GOOD			B E S T
1. Overall satisfaction as a customer of Midwest Industrial Tanks.	1	2	3	4	5
2. Midwest Industrial Tanks made me feel valued as a customer.	1	2	3	4	5
3. Products were delivered when promised.	1	2	3	4	5
4. Products purchased were free from defects.	1	2	3	4	5
5. Employees at Midwest Industrial Tanks were courteous.	1	2	3	4	5
6. The ordering process was easy to follow and understand.	1	2	3	4	5
7. Midwest Industrial Tanks website was helpful and informative.	1	2	3	4	5
8. I would recommend Midwest Industrial Tanks to others.	1	2	3	4	5
9. The Product Received was as expected and met the needs indicated to me from the Tech Specs and Sales Dept.	1	2	3	4	5
10. Other:					

As part of our ISO Certification we are required to document customer feedback and experience with our company. We use this information to continually improve our customer service and experience. We would sincerely appreciate you taking a few minutes to complete this survey and send it back to us at your earliest convenience via mail, email or fax. Thank you for your time and business!