



Return To: Tonda Jordan

Customer Service Fax: 989.846.9697

Customer Satisfaction Survey

1. Please rate your experience with Globe Technologies over the past year for each of the categories listed. Circle the corresponding number that would best describe your experience

Outstanding *Poor*

Product

How well does product fit needs	1	2	3	4	5
Quality of Product	1	2	3	4	5
How would you rank value vs. price	1	2	3	4	5
Packaging	1	2	3	4	5
Rank vs. Competition	1	2	3	4	5

Order Processing

Order Accuracy	1	2	3	4	5
Order Ease	1	2	3	4	5
Lead Times	1	2	3	4	5
Delivery to Request Date	1	2	3	4	5

Customer Service

Staff Knowledge	1	2	3	4	5
Timeliness to resolve questions	1	2	3	4	5
Professional / Courteous	1	2	3	4	5

Overall Experience

Likelihood you will recommend Globe to					
Friends or Colleagues	1	2	3	4	5
Likelihood you will purchase again	1	2	3	4	5

Marketing Materials

Electronic / print Collateral	1	2	3	4	5
Ease of website	1	2	3	4	5

Index to Ratings

1 = Outstanding - No immediate improvement necessary

2 = Excellent - Minor improvement suggested

3 = Good - Moderate improvement suggested

4 = Fair - Action required

5 = Poor - Immediate action required



Return To: Tonda Jordan

Customer Service Fax: 989.846.9697

Please rank the above major categories in importance to you from 1 to 3. One being top priority and three being lowest priority.

Category	Level of Importance		
Product	1	2	3
Order Processing	1	2	3
Customer Service	1	2	3
Marketing Materials	1	2	3
Overall Experience	1	2	3

2. In your opinion, what are the top three items Globe Technologies needs to address to improve? (Choose 3 and rank in order of importance to you. One being most important, 3 least important but still makes the list)

Check 3	Service	Rank
	Marketing Materials	
	Versatility	
	Product Cost	
	Product Quality	
	Ease of Installation	
	Packaging w/ accessories	
	Technical Product Training	
	Rank vs. Competition	

3. What new products or enhancements to existing products would you like to see Globe address in the 2020 plan year or please provide us with any additional comments you have?

4. Are you currently working on any projects that will require use of mechanical or thermal sensing devices that Globe can assist or partner you with? If yes, please describe below.
