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

**Index to Ratings**

**5 = Outstanding** - No immediate improvement necessary

**4 = Excellent** - Minor improvement suggested

**3 = Good** - Moderate improvement suggested

**2 = Fair** - Action required

**1 = Poor** - Immediate action required

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Poor*** |  |  |  | ***Outstanding*** |
| **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 |

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 |

1. 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 |  |

1. What new products or enhancements to existing products would you like to see Globe address in the 2024 plan year or please provide us with any additional comments you have?
2. 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.