



## Hydrasearch Co., Inc. Customer Survey

Please take a few minutes to complete this survey. Your information is confidential and will be used to compile statistics to help us improve our service. In order to determine what you value as well as how Hydrasearch performs in keys areas, we ask that you complete all the areas. Comments and suggestions are encouraged.

### Section A

- **When making the decision from whom to purchase a product, please use the following scale to rate the importance of each of the following criteria by circling 1(Not Important) to 5(Very Important) to quantify your level of importance.**

#### Selection Criteria

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	Not Important			Very Important	
• Customer Service	1	2	3	4	5
• Product Availability	1	2	3	4	5
• Product Quality	1	2	3	4	5
• Price	1	2	3	4	5
• Quote Response Time	1	2	3	4	5
• Technical Support	1	2	3	4	5
• Delivery Time	1	2	3	4	5
• Web Site	1	2	3	4	5

#### Additional Comments:

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### Section B

- **How would you rate the job Hydrasearch is doing in meeting your needs in the following areas? Please use the following scale to rate how well Hydrasearch did in meeting the following criteria by circling 1(dissatisfied) to 5(very satisfied) to quantify your level of satisfaction.**

#### Performance rating

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	Dissatisfied			Very Satisfied	
• How easy was it to contact or communicate with a Hydrasearch representative?	1	2	3	4	5
• Accessibility of our Sales representative?	1	2	3	4	5
• Were the Hydrasearch representatives you talked with knowledgeable and able to understand your needs?	1	2	3	4	5
• Were the Hydrasearch representatives able to find the right solution for your needs?	1	2	3	4	5
• Did the Hydrasearch products your received satisfy your requirements?	1	2	3	4	5
• Were the Hydrasearch products delivered on time.	1	2	3	4	5
• Did the quality meet your expectation?	1	2	3	4	5
• Rank your overall satisfaction with Hydrasearch.	1	2	3	4	5

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**Section C**

- |  | <b>Poor</b> |   |   |   |   | <b>Best</b> |
|--|-------------|---|---|---|---|-------------|
|  | 1           | 2 | 3 | 4 | 5 |             |
| <ul style="list-style-type: none"><li>On a scale of 1 to 5 (1 being poor and 5 being best) How does Hydrasearch compare with your BEST supplier?</li></ul> |             |   |   |   |   |             |

**What can Hydrasearch do to improve your level of satisfaction:**

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**OPTIONAL:**

Name: \_\_\_\_\_ Survey Date \_\_\_\_\_

Company: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Thank you for participating in this Customer Survey.

Return via Fax to 410-643-8954 or

Mail to:

Attn: Sales Manager  
Hydrasearch Co. Inc  
100 Log Canoe Circle  
Stevensville, Maryland 21666