



**ENGINEERING SERVICES & SUPPLIES PTY LTD**

**Ph: 1800 074 446 [www.esseng.com.au](http://www.esseng.com.au)**

## **CUSTOMER SATISFACTION SURVEY**

*Further to your recent dealings with ESS Engineering Services and Supplies it would be greatly appreciated if you could complete this short questionnaire to assist us in developing our business for you and all clientele.*

What Products groups or services has ESS provided to your organisation?

- Conveyor Belt Cleaners
- Skirting and Sealing Systems
- Conveyor Impact Beds and Support Bars
- Conveyor Belt Tracking Equipment
- Big Blaster Air Cannons
- Inspection/Access Hatches
- Conveyor Transfer Point Structure
- Dust Suppression Equipment
- Retractable Idlers
- Guarding

Please tick the box that reflects your opinion of the following statements:

**1. ESS products provide good value for money**

- Strongly Agree     Agree     Disagree     Strongly Disagree

**2. ESS services provide good value for money**

- Strongly Agree     Agree     Disagree     Strongly Disagree

**3. ESS has provided innovative solutions to my bulk materials handling problems**

- Strongly Agree     Agree     Disagree     Strongly Disagree

**4. ESS provides adequate guarantees for its products and services**

- Strongly Agree     Agree     Disagree     Strongly Disagree

**5. How do you rate the quality of ESS Products?**

- Excellent     Very Good     Fair     Poor

**6. ESS products performance meet or exceed your expectations**

- Strongly Agree     Agree     Disagree     Strongly Disagree

**7. ESS products are delivered on time, in full**

- Strongly Agree     Agree     Disagree     Strongly Disagree



**8. ESS is customer oriented and focuses on assisting you solve conveyor transfer point problems**

- Strongly Agree     Agree     Disagree     Strongly Disagree

**9. ESS provides excellent technical support \***

- Strongly Agree     Agree     Disagree     Strongly Disagree

**10. ESS staff have a good attitude and are professional in their dealings with you \*\***

- Strongly Agree     Agree     Disagree     Strongly Disagree

**11. ESS Management staff are ethical and fair\***

- Strongly Agree     Agree     Disagree     Strongly Disagree

**12. You will continue to purchase ESS products and services**

- Strongly Agree     Agree     Disagree     Strongly Disagree

**13. When selecting a company to supply the type of products and services that ESS provides, what key issues do you consider in the company or the people? Please check your top three criteria.**

- Quality                       Price                       Parts Availability     Product Lead Time  
 Technical Support    Delivery                       Local Service             Product Performance  
 Quality Assurance    Other \_\_\_\_\_

**14. Who do you see as ESS's main competitors?**

---



---



---

**How does ESS compare with its best competitor?**

Quality of product or service

- Excellent                       Very Good                       Fair                       Poor

Ability to deliver what was expected

- Excellent                       Very Good                       Fair                       Poor

A value for money

- Excellent                       Very Good                       Fair                       Poor

Technical backup

- Excellent                       Very Good                       Fair                       Poor

Attitude and professionalism of staff

- Excellent                       Very Good                       Fair                       Poor



**15. What would you describe as ESS's key strengths?**

---

---

---

---

**16. What would you describe as ESS's main weaknesses?**

---

---

---

---

**17. If you managed ESS, what is the first thing you would do?**

---

---

---

---

**18. Comments**

---

---

---

---

---

---

*Thank you for your time.*

**Name** \_\_\_\_\_

**Company** \_\_\_\_\_

---

A summary of the information provided will remain confidential and only be used for internal use by ESS. The information will not be used for marketing purposes.

**If you require that your responses to the questions be forwarded to ESS management, please indicate Yes  No**

---