



CUSTOMER SURVEY

1. We strive for 24-hour response. Was your initial inquiry or quotation responded to in a timely manner?

Yes No

2. How knowledgeable of the product is the person you place your orders with?

Excellent										Poor
	10	9	8	7	6	5	4	3	2	1

3. How competitively priced are BCI's prices?

Excellent										Poor
	10	9	8	7	6	5	4	3	2	1

4. In your marketplace, what is your typical lead time requirement?

1-2 weeks 3-4 weeks 5-6 weeks 6-8 weeks 8-12 weeks

5. How would you rate your overall ordering experience?

Excellent										Poor
	10	9	8	7	6	5	4	3	2	1

6. Is product received in good working order?

Always										Never
	10	9	8	7	6	5	4	3	2	1

7. If there is a problem with the product, is there technical help to resolve the problem?

Always										Never
	10	9	8	7	6	5	4	3	2	1

8. If product must be returned, how would you rate the return process?

Excellent										Poor
	10	9	8	7	6	5	4	3	2	1

9. How would you rate the quality of the product?

Very Satisfied										Very Dissatisfied
10	9	8	7	6	5	4	3	2	1	

10. How would you rate the quality of the user manuals?

Very Satisfied										Very Dissatisfied
10	9	8	7	6	5	4	3	2	1	

11. How would you rate the quality of the data sheets?

Very Satisfied										Very Dissatisfied
10	9	8	7	6	5	4	3	2	1	

12. How would you rate the quality of the website?

Very Satisfied										Very Dissatisfied
10	9	8	7	6	5	4	3	2	1	

13. Overall, how satisfied are you with BCI?

Very Satisfied										Very Dissatisfied
10	9	8	7	6	5	4	3	2	1	

14. Would you like BCI's representative sales to contact you regarding a current or future application?

Yes No

Any other comments or suggestions for improvement: