

Dear Customer,
 please kindly fill in this form according to your evaluations.
 It will allow us to improve our service.
 Please send it back to us, via fax (fax no. +39-0141-440028) or via e-mail (commerciale@pistalracing.it).
Thanks you for your cooperation.
Best regards.

EVALUATION			
<u>N= INSUFFICIENT</u>	<u>S=SUFFICIENT</u>	<u>G=GOOD</u>	<u>E=EXCELLENT</u>
			Insert your evaluations
Is it easy to contact our staff members?			
Do our staff members provide comprehensive answers?			
Do we find effective and quick solutions to technical or quality problems?			
Do we offer innovative solutions and opportunities of improvement?			
Are our quotations clear and well detailed?			
Are our lead and delivery times satisfactory?			
Can we face your urgent requests?			
Is our packaging appropriate for your requirements?			
Is the quality of our products satisfactory?			
Do we manage properly procedures of Non-conformities and complaints?			
Are our reports (if required) filled properly?			
Is our price-quality ratio good?			
Is Environmental Care (ISO14001 specification) important for you?			
Please provide a general assessment, if you like			
DATE	COMPANY / POSITION		SIGNATURE