

**A.T.S. ELECTRO-LUBE INTERNATIONAL INC.  
ISO Audit Questionnaire**



ISO 9001:2000  
FM 66860

Date:

Company Name:

Address:

Dear Customer:

Please take a few minutes to complete this survey, which is an ongoing part of our ISO Audit. Your opinion is very important to us and your response can only help us to serve you better in the future.

Please review with the user and return either by e-mail to [teo@atselectrolube.com](mailto:teo@atselectrolube.com), or by fax to (800) 663-8140 / 604-946-0427

**PLEASE RATE YOUR OVERALL SATISFACTION AND IMPORTANCE OF THE FOLLOWING:**

	<u>OVERALL SATISFACTION</u>				<u>IMPORTANCE</u>		
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	High	Medium	Low
<b>I. PRODUCTS</b>							
a) Product Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Conformance to Specification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>II. CUSTOMER SERVICE</b>							
a) Ease of placing an Order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Quotation Turnaround Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Knowledgeable Sales Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) On Time Deliveries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Courteous Service from Factory Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>III. ABILITY TO SOLVE PROBLEMS</b>							
a) Ease of Contacting us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Response Time for Questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Resolve Problems to your Satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>IV . PERFORMANCE VS. OTHER SUPPLIERS</b>							
a) Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Overall Performance / Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Overall Value Received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What can A.T.S. Electro-Lube International do to better meet your needs and expectations?

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Name	Title	Date
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Thank you for completing this Performance Survey. Your opinion is very important to us.

A.T.S. Electro-Lube International Inc.

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