

# CUSTOMER SATISFACTION SURVEY

The quality of our service is very important to us. Please take a few minutes to complete and email to customerservice@pjr.com, fax to (248) 247-3368 or mail to: 755 W. Big Beaver Rd, Suite 1340, Troy, MI 48084.

Company Name: \_\_\_\_\_ Date of Audit: \_\_\_\_\_

Company Contact: \_\_\_\_\_ Date sent: \_\_\_\_\_

**5=Excellent      4=Good      3=Average      2=Below Average      1=Poor      N/A (Not Applicable)**

Rate the quality and responsiveness of our company in terms of the following:

**1. Sales Department**

- \_\_\_\_\_ 1a. Providing information on our company (sending literature) and/or quote
- \_\_\_\_\_ 1b. Response/continuous follow-up
- \_\_\_\_\_ 1c. Explanation of costs

**2. Scheduling Department**

- \_\_\_\_\_ 2a. Arranging of dates for assessments and surveillances
- \_\_\_\_\_ 2b. Follow-up/returning phone calls

**3. Certificate Coordination**

- \_\_\_\_\_ 3a. Helpful with resolving questions relating to certificate content and issuance
- \_\_\_\_\_ 3b. Follow-up/Returning correspondence

**4. Customer Service Department**

- \_\_\_\_\_ 4a. Returning phone calls in a timely manner
- \_\_\_\_\_ 4b. Complete response to inquiry

**5. Overall satisfaction with PJR**

- \_\_\_\_\_ 5a.

6. Any general comments you would like to add:

Thank you for your time. Information will be used in training sessions for our continuous improvement. \_\_\_\_\_ I hereby authorize PJR to use my comments in any future publications or other printed matter.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
\*\*Electronic Signature Acceptable\*\*

Office Use Only:

Company reference #: \_\_\_\_\_ Date Processed: \_\_\_\_\_ Average Rating: \_\_\_\_\_

Company standard: \_\_\_\_\_ Type of Audit: \_\_\_\_\_

Action/Resolution of issue:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reviewer initials: \_\_\_\_\_