



Business Name: _____

Date: _____

Person Completing Survey: _____

Questions : During the last 12 months ...	Maher rating					How does Maher compare with other suppliers?			Which suppliers are you comparing Maher with?	Comments / How can Maher improve?	* Rating
	Excellent		Poor								
1. How satisfied are you with our product quality?	5	4	3	2	1	Better	Same	Worse			
	Excellent		Poor								
2. How do you rate Maher's responsiveness to concerns or issues you may have experienced?	5	4	3	2	1	Better	Same	Worse			
	Excellent		Poor								
3. How do you rate the lead times offered by Maher for:											
- random lengths	5	4	3	2	1	Better	Same	Worse			
- cut pieces	5	4	3	2	1	Better	Same	Worse			
- machined components	5	4	3	2	1	Better	Same	Worse			



Questions : During the last 12 months ...	Maher rating					How does Maher compare with other suppliers?			Which suppliers are you comparing Maher with?	Comments / How can Maher improve?	* Rating
	Excellent Poor									If poor, please outline your concerns	
4. How do you rate Maher's delivery performance?	5	4	3	2	1	Better	Same	Worse			
	Excellent Poor									If poor, please specify type of documentation i.e. C of C, Invoices	
5. How satisfied are you with Maher's documentation?	5	4	3	2	1	Better	Same	Worse			
	Excellent Poor									If poor, please outline your concerns	
6. How would you rate transport/haulier service (where appropriate)?	5	4	3	2	1	Better	Same	Worse			
	Excellent Poor									If poor, please outline your concerns	
7. How would you describe your overall dealings with Maher personnel?	5	4	3	2	1	Better	Same	Worse			
										If yes, please outline your concerns	
8. Are there any other issues or concerns with Maher which are not covered above?	Yes		No			Better	Same	Worse			

*** Based on the questions listed above, please rate them starting from the most to the least important - thank you.**