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| Fb CS | <b>Questionnaire Customer Satisfaction</b> |  |
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## Your opinion is important !

1. **Are you satisfied with the quality of ASM products ?**  
 yes - always       mostly       sometimes       never
2. **Does ASM meet the confirmed delivery dates ?**  
 yes - always       mostly       occasionally       never
3. **Are you satisfied with the after sales support ?**  
 yes       mostly       sometimes       never
4. **Are you satisfied with the support of ASM field sales engineers ?**  
 yes - always       mostly       rarely       never
5. **Are you satisfied with the support of ASM inhouse product engineers ?**  
 yes - always       mostly       rarely       never
6. **Are you able to receive a quick response from the contact person at ASM ?**  
 yes - always       mostly       sometimes       never
7. **Do you receive shipments completely and in good condition ?**  
 yes       mostly       partially       never
8. **Do catalogues and handbooks contain sufficient and qualified information ?**  
 yes - excellent       yes - mostly       usable       not useable
9. **Your rating for ASM compared with other companies and similar products ?**  
 much better       little better       equal       poor
10. **Would you recommend ASM ?**  
 yes - unlimited       sometimes       rather not       never

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| Suggestions, requests and recommendations: |
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Company: \_\_\_\_\_ Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel. No: \_\_\_\_\_ Phone call requested  yes

Please fax the completed questionnaire to ASM QM -Team ++49 +8123 986 520 !

**Thank you for taking your time !**