This is a "Fillable" Form. Please type in (do not hand write) your information before you print it out. Thanks



Tin Lee Electronics Ltd.

41 Coxwell Avenue, Toronto, Ontario Canada M4L 3A9

Tel: (416) 690-3196 Fax: (416) 690-0932 E-mail: sales@tinlee.com

Customer Satisfaction Questionnaire

Dear Customer,

As part of TLE's continuous improvement objective, it is important for us to receive customer feedback on our products and services with respect to our performance in the quotation, engineering, manufacturing and delivery stages of each contract. We request that you please take a short time to evaluate our performance. Quotation and Ordering Process:

The proper submission of pricing or quotation to your specification(s)

The response received in regards to your inquiries in a satisfactory and timely manner

Engineering Design Process:

Did Engineering respond to your inquiries satisfactorily and in a timely manner? Was Engineering knowledgeable on our product and your needs? Did we properly accommodate any changes that you requested?

Manufacturing:

Were you kept informed on the status of your contract or order? Were you satisfied with the quality of the parts produced? Did the final product meet your requirements?

Delivery:

Did the product arrive when promised? Was it in acceptable condition?

Comments:

In what areas can TLE focus on improving?

Ranking	
- excellent	

- 4 good
- 3 satisfactory
- 2 needs improvement
- 1 poor

5

Rating	

Rating

Ratir	ng

Rating

Your Name Company

Company Name

Tel #

E-mail

Thank you for taking the time to complete this Questionnaire.

The content of this Questionnaire may be published on www.tinlee.com .

Please fax your results to (416) 690-0932, or e-mail to sales@tinlee.com. Thank you.