

Tomed Dr. Toussaint GmbH
 Wiesenstr. 4, D-64625 Bensheim, Germany
 Te. +49-6251-983344, Fax +49-6251-983345
www.tomed.com, info@tomed.com



Customer Satisfaction Questionnaire

Dear Client!

We appreciate very much that you are using our products and services. According to our mission "Dedicated to Customer Value" it is our continuous aim to improve the level of our performance. We review therefore the degree of your satisfaction both with our products and services in line with the quality requirements of EN ISO 13485 for medical products. We therefore ask you to take a few minutes to fill out this questionnaire, make comments and suggestions where appropriate and return it to us by fax.

Thank you very much for your kind cooperation!

Tomed Quality Management

Please return to our fax no. +49-6251 - 98 33 45

GENERAL INFORMATION			
Name (company, doctor's office):			
Discipline:		Customer-No.:	
Address			
Post Code and Town:		Country:	
Tel.:		Fax:	
E-Mail:		Internet:	
Are you certified?	Yes	No	
	ISO 9001	ISO 13485	_____

Notes

Please rate the degree of satisfaction (1= very low; 2= low; 3= medium; 4= high; 5=very high) and assign a value to indicate the grade of relevance for each criterion (1=not important; 2=quite important; 3=important; 4=very important; 5= essential) referring both to our products and services.

Questionnaire			
	Criteria	Satisfaction	Relevance
PRODUCTS	Funktionalität		
	Manufacturing quality		
	Design / Appearance		
	Range of products		
	Carton		
	Grade of innovation		
	Documentation (instructions, brochures, publications)		

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NOTES / SUGGESTIONS

Criteria		Satisfaction	Relevance
SERVICE	Kindness of staff		
	Response to queries & helpdesk service		
	Observance of delivery terms		
	Speed of delivery		
	Clearness of administrative documents such as (proforma-) invoices and shipping documents		
	Quality of delivery (packaging and condition of goods on arrival)		
	Technical complaint handling (speed, quality of problem resolution)		
	Administrative complaint handling (e.g. invoices, incorrectly supplied goods)		
	Competitive price policy		
	Avertising in medical journals		
	Exhibiting at medical congresses and fairs		
	Web Site – Quality of information and updating		

NOTES / SUGGESTIONS

DATE / SIGNATURE: _____