

Pacific Northern, Inc.
CLIENT SATISFACTION EVALUATION FORM

I. Sample/Prototype

1. Sample turnaround time	Excellent <input type="checkbox"/>	Above Avg. <input type="checkbox"/>	Average <input type="checkbox"/>	Below Avg. <input type="checkbox"/>
2. Sample Quality	Excellent <input type="checkbox"/>	Above Avg. <input type="checkbox"/>	Average <input type="checkbox"/>	Below Avg. <input type="checkbox"/>

II. Manufactured Goods

1. Timeliness of Delivery	Excellent <input type="checkbox"/>	Above Avg. <input type="checkbox"/>	Average <input type="checkbox"/>	Below Avg. <input type="checkbox"/>
2. Quality of Products	Excellent <input type="checkbox"/>	Above Avg. <input type="checkbox"/>	Average <input type="checkbox"/>	Below Avg. <input type="checkbox"/>

III. Packing

1. Product Protection	Excellent <input type="checkbox"/>	Above Avg. <input type="checkbox"/>	Average <input type="checkbox"/>	Below Avg. <input type="checkbox"/>
2. Space Utilization	Excellent <input type="checkbox"/>	Above Avg. <input type="checkbox"/>	Average <input type="checkbox"/>	Below Avg. <input type="checkbox"/>
3. Marking Accuracy	Excellent <input type="checkbox"/>	Above Avg. <input type="checkbox"/>	Average <input type="checkbox"/>	Below Avg. <input type="checkbox"/>

IV. Service

1. Responsiveness to customer needs	Excellent <input type="checkbox"/>	Above Avg. <input type="checkbox"/>	Average <input type="checkbox"/>	Below Avg. <input type="checkbox"/>
2. Accuracy in providing project/product information/specifications	Excellent <input type="checkbox"/>	Above Avg. <input type="checkbox"/>	Average <input type="checkbox"/>	Below Avg. <input type="checkbox"/>
3. Ability to suggest alternative product /service options	Excellent <input type="checkbox"/>	Above Avg. <input type="checkbox"/>	Average <input type="checkbox"/>	Below Avg. <input type="checkbox"/>
4. Ability to prevent (rectify) product/project errors	Excellent <input type="checkbox"/>	Above Avg. <input type="checkbox"/>	Average <input type="checkbox"/>	Below Avg. <input type="checkbox"/>

V. Overall Product Delivery Fulfillment Arrangement	Excellent <input type="checkbox"/>	Above Avg. <input type="checkbox"/>	Average <input type="checkbox"/>	Below Avg. <input type="checkbox"/>
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VI. COMMENTS:

Customer Signature

Customer Name (Please Print)

Company Name (Please Print)

Date