



Yamatake Europe NV

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XXXXXXX

Zaventem, .....2007

Dear.....,

In order to continuously optimize our service to each of our customer, we are conducting a customer satisfaction survey.

The attached short questionnaire gives you the opportunity to rate Yamatake Europe performance in terms of *customer service* and *product price /quality*, using a scale from 0 to 100%.

This questionnaire has been conceived in order to minimize your time.

Your voice is extremely precious for evaluating and improving our team service. May we consequently ask you to fill in the questionnaire and send it back by fax to 32-(0)2 785.07.11 by.....2007.

Yours faithfully

Toru ISHIKUMA  
Managing Director

CUSTOMER SERVICE	QUALITY RATING				IMPORTANCE OF THIS CRITERIA FOR YOU				Company name (optional) :  Contact name (optional)
	insufficient (0%)	50%	75%	very good(100%)	0%	50%	75%	100%	
0%				100%					
Quotations timeliness									
Quotations accuracy									
General attitude of our staff									
Customer minded spirit of the organisation									
Quality of information received on inquiries									
Timely response to inquiries									
Frequency of order status information									
Information about the arrangement & execution after y have sent yr order									
Communication method & contents									
Claims /problems handling									
Shipment documents quality									
<b>DELIVERY</b>									
Compliance with your requested lead time									
Compliance with our promised date									
Flexibility to meet your changes of delivery dates									
Adequation of our lead-time with market requirements									
Discrepancies between ordered & received products									
Order packing quality									
Goods condition upon arrival									
Quality of Accompanying documents (customs, etc.)									
<b>INVOICING</b>									
Clearness									
Correctness									
Timely invoice issuing & delivery									
<b>PRODUCT QUALITY compared to competitors</b>									
<b>PRODUCTS PRICE compared to competitors</b>									
<b>PRODUCT DOCUMENTATION /USER GUIDE QUALITY</b>									
<b>PRODUCT DOCUMENTATION /USER GUIDE FRIENDLINESS</b>									
General Satisfaction about Yamatake Europe 's performance on a scale 0 (worse ) to 10 (best): <span style="float: right;">/10</span>									
Additional comments, service, quality improvements, suggestions:									

Thanks for your time & collaboration

**azbil**

Yamatake Europe NV