	WESTERN MILLCRAFT INC. 12506 – 128 STREET EDMONTON, AB, T5L 1C8	Effective Date: 1 OCTOBER, 2011	Revised by: JFK
	QUALITY MANAGEMENT SYSTEM QUALITY MANUAL CUSTOMER FEEDBACK FORM	Page 1 of 2	QMS: Revision: 00

Our success at Western Millcraft Inc. is built around our ability to meet the needs of our customers. Like any other business we must constantly ask ourselves, **“How are we doing and how can we improve”?**

As a valued client, your input is essential for an accurate evaluation. Please take a few minutes and fill in the attached questionnaire. Your responses will help us to serve you better. Your willingness to cooperate with this review of our company is greatly appreciated.

If you wish to add information not covered by the questionnaire, please do not hesitate to comment in the section provided. Your comments and suggestions are valuable in improving our understanding of your requirements, and we appreciate each one of them.

It would be greatly appreciated if you could return your response by fax at your earliest convenience to:
Western Millcraft Inc. Fax: (780)

If you should have any questions, please contact the writer at:
Western Millcraft Inc. PH: (780)


Thank you for your input. We strive to deliver the best value possible, and the ultimate value of your feedback to us will be the heightened success of your own organization.

Sincerely,

Quality Manager
Western Millcraft Inc.

Your response will be kept completely confidential. Thank you for taking the time to respond to our questionnaire.

CONTROLLED COPY

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DATE:

COMPANY:

CONTACT NAME:

DEPARTMENT:

How long have you been a customer of Western Millcraft Inc?

- ☐ Less than 1 year
 ☐ 1 to 2 years
 ☐ 3 to 4 years
 ☐ More than 4 years

Please circle the number that best corresponds to your assessment of that particular area.

1 = POOR 2 = BELOW AVERAGE 3 = AVERAGE 4 = GOOD 5 = EXCELLENT

A. The abilities and professionalism of our customer service representatives:

B. Telephone Personnel 1 2 3 4 5

C. Response time to requests for quotations 1 2 3 4 5

D. Lead times for order completion 1 2 3 4 5

E. Technical support response time 1 2 3 4 5

1. The quality of our product is:

A. Product conformity to your requirements 1 2 3 4 5

B. Accuracy of order quantities (quantities shipped match P.O.) 1 2 3 4 5

C. Response time to product non-conformity issues 1 2 3 4 5

2. The quality of our delivery performance is:

A. On time delivery performance 1 2 3 4 5

B. Packaging and labeling of deliveries 1 2 3 4 5

COMMENTS/SUGGESTIONS:

What would you like to see us do differently or better in the future?