

**GroupMidwest**

**Customer Feedback Form**

ISSUE DATE: 10/28/09

QF-509

REVISION: 4

GroupMidwest is committed to supplying the highest levels of Customer Satisfaction and Quality Products in this ever increasing and competitive market. Our goals are to set the Telecommunications Industry Standards of excellence and to continually strive to improve the quality of our Products and Services. Our Quality Objectives are constantly reviewed by every employee in order to provide the highest quality, defect-free products each and every time to all customers big and small.

As part of this ongoing initiative, we are asking for feedback from our Customers. We've initiated this form to use as a tool to help us measure our services and to continue to improve our Product Quality, Delivery, and Service. Please take a few minutes to let us know how we're doing by completing this form and returning it to us.

**Grading Scale:**

**Date of Review: \_\_\_\_\_**

- 1=POOR
- 2 = FAIR
- 3 = ACCEPTABLE
- 4 = OUTSTANDING

**Product Quality**

Cosmetic Condition; \_\_\_\_\_  
 Functional Condition; \_\_\_\_\_  
 Completeness (accessories); \_\_\_\_\_

**Product Delivery**

On Time, as Promised; \_\_\_\_\_  
 Condition of Packaging; \_\_\_\_\_  
 Packaging Materials Used; \_\_\_\_\_

**Service Quality**

Professionalism of Salesperson; \_\_\_\_\_  
 Response Time to Concerns; \_\_\_\_\_  
 Overall Accuracy and Friendliness; \_\_\_\_\_

**Additional Comments**

---



---



---

**Company Information**

Company Name; \_\_\_\_\_  
 Contact Name; \_\_\_\_\_  
 Phone Number; \_\_\_\_\_  
 Email Address; \_\_\_\_\_

NOTE: Upon completion, please fax to (330) 499-4152 or email to [Midsales@groupmidwest.com](mailto:Midsales@groupmidwest.com)  
 For Service related inquiries, please contact the Quality Assurance Manager at (800) 423-5466 Ext 3002  
 Issued by: Lee Howard  
 Approved by: Brett Stimer