



Customer Satisfaction Questionnaire

Company Name: _____
 Address: _____
 Tel: _____ Fax: _____
 Email: _____

DAICO Corporate Quality Statement

DAICO Industries recognizes its responsibilities as a manufacturer to comply with all contractual provisions and governing regulatory specifications requirements. DAICO Industries has developed a comprehensive Quality Management System. This management system establishes controls throughout the entire manufacturing cycle - from proposals and bids to end-item delivery. It also assures meeting quality objectives and minimizes the possibility of compromises which could affect product quality and reliability. The Quality Management System is complete and responsive to all requirements of AS 9100D and ISO 9001-2015.

Dear Customer,

We intend to use your response to improve our management systems and our service to you. With your help, we desire to raise our own awareness of our customer's perception of the service we supply. Thank you for your time

Please complete the form below and return to us for review and action as needed (enter a check mark into the desired box in each row make sure to mark only one check mark in any one row).

Quality Rating	Totally Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Totally Dissatisfied 1
Overall					
Overall Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product					
Value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery/ Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service & Communications					
Responsiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone Correspondence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written Correspondence & Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Remarks (How can we improve our service to you?) (optional)

Would you like to be contacted to discuss any concerns you may have? YES NO

Completed by: _____ Date: _____

Customer Satisfaction Questionnaire AS9100D/ ISO 9001-2015	Please sent reply to: sales@daico.com	<i>or mail to:</i> DAICO Industries, Inc. 1070 East 233rd St. Carson, CA 90745 Attention: Sales
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