



HIGH TECH MACHINISTS, INC.

TEL. (978) 256-1600

FAX (978) 256-2424

177 RIVERNECK ROAD CHELMSFORD, MA 01824
WWW.HIGHTECHMACHINISTS.COM

We at High Tech Machinists are striving to provide you with quality machined, parts. In an effort to continuously improve our processes and increase customer satisfaction we are requesting that you take a few moments to respond to the following.

CUSTOMER SERVICE / EXPEDITING

POOR

EXCELLENT

Timeliness in response to requests/concerns?	1	2	3	4	5
Necessary assistance provided?	1	2	3	4	5
Accuracy of responses?	1	2	3	4	5

SALES DEPARTMENT

POOR

EXCELLENT

Timeliness in response to requests/ concerns?	1	2	3	4	5
Necessary assistance provided?	1	2	3	4	5
Necessary documentation provided?	1	2	3	4	5

SHIPPING

POOR

EXCELLENT

Do we meet our committed delivery dates?	1	2	3	4	5
Shipped as requested?	1	2	3	4	5
Necessary documentation provided?	1	2	3	4	5
Packages received in good condition?	1	2	3	4	5



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QUALITY

POOR

EXCELLENT

Produced to your specifications?	1	2	3	4	5
Timeliness in response to requests/ concerns?	1	2	3	4	5
Necessary documentation provided?	1	2	3	4	5

SATISFACTION

POOR

EXCELLENT

How would you rate High Tech Machinists telephone Answering system?	1	2	3	4	5
How would you rate your overall satisfaction with High Tech Machinists?	1	2	3	4	5

What changes would you suggest High Tech Machinists make to improve the quality of our service and product?

Company Name: _____

Contact Name: (optional) _____