



Detectamet Ltd
Unit 55 Halifax Way
Pocklington Industrial Estate
YORK. YO42 1NR
Tel: +44 (0) 1759 304200
Fax: +44 (0) 1759 305236
E-mail: sales@detectamet.com
Web: www.detectamet.co.uk

Friday, 01 March 2013

Dear Sir/Madam,

As a valued customer of Detectamet LTD, we would like to ask if you could help us in maintaining the very high quality standards which we strive to offer your company.

As part of our ISO 9001 accreditation we are required to submit the following completed questionnaires from a selection of our customers.

We have chosen your company to represent us with this documentation as we feel you will be able to support us in our continued efforts to work the highest standards because high quality products and services are of up most importance to your company.

We hope you will be able to support us on this matter, and take just a minute of your time to complete the following form with multiple choice answers, indicating with a circle your choice and fax or email back to us on 01759 305236 or alternatively email to angela.musson@detectamet.com

Thank you for your time today.

Yours faithfully,



Angela Musson
Director

Angela Musson (Director)

YOUR NAME.....POSITION.....

ON BEHALF OF / COMPANY NAME.....

Is this your first order? YES /NO

Purchase of Detectamet Products on - Weekly Monthly Quarterly Annual

Would you describe Detectamet Ltd as:

Polite and courteous when answering the phone? Yes/No

Comment (optional)

Offering a speedy response to emails? Yes/No

Comment (optional)

Giving sufficient information in our verbal communications? Yes/No

Comment (optional)

Giving sufficient information on our paperwork? Yes/No

Comment (optional)

Offering high levels of Customer Service to our customers? Yes/No

Comment (optional)

Providing a user friendly and informative Website/Web shop and Brochure? Yes/No

Comment(optional)

1. Are you happy with the way our goods are packaged?

Excellent 5 4 3 2 1 Poor

2. Were you satisfied with the information given with your order?

Excellent 5 4 3 2 1 Poor

3. Do you feel that your orders are processed within an acceptable time?

Excellent 5 4 3 2 1 Poor

4. How happy are you with our delivery charges?

Excellent 5 4 3 2 1 Poor

5. What products do you purchase from Detectamet Ltd.?

a) Metal Detectable Products b) Clipboards and Ring Binders c) Other

6. The company Detectamet Ltd. is ISO accredited.

How important is this to you when buying our products?

Extremely Important Moderately Important Not Important

7. Would you recommend Detectamet Ltd products and services to other business associates?

Highly Recommend Moderately Recommend Would not recommends

Company Registration No: 5103699 - VAT Registration No: GB 842 4113 57

Head Office Address: Unit 55 Halifax Way, Pocklington Industrial Estate, York YO42 1NR

