



Please help us improve

American-Marsh Pumps
 185 Progress Road
 Collierville, TN 38017
 Telephone No. (901)-860-2329
 Fax No. (901)-860-2323
 Email: customerservice@american-marsh.com

Your Name:
Company Name:
Address:
Address:
City:
State:
Zip:
Phone No:
Fax No:
Your e-mail:

Current contact details

To enable American-Marsh to maintain an accurate list of customer's contacts, please check that the contact details above are correct. If incorrect or missing, please write the correct information on the right side above.

Your general option

	1 No, Not at all	2 No	3 Neither	4 Yes	5 Yes, very much
In general are you satisfied dealing with American-Marsh?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is American-Marsh a supplier worth recommending to others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is American-Marsh your preferred supplier of pumps?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your overall satisfaction

Please indicate in the box on the left, which most accurately reflects the importance of each feature in question to your organization. Please mark the box on the right side that most accurately represents your level of satisfaction with American-Marsh.

1 Not Important	2 Less Important	3 Quite Important	4 Very Important	5 Extremely Important		1 Very Dissati sified	2 Dissatisfied	3 Neither	4 Satisfied	5 Very Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Telephone Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	American-Marsh's product quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	American-Marsh's sales personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Order handling and delivery performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Product technical support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Maintenance and repair services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Supporting your sales needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Handling of complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Specific quality aspects

Based on your recent experiences, please rate AMERICAN-MARSH'S quality level on the following items.

Telephone contact

	1 Very Poor	2 Poor	3 Fair	4 Good	5 Excellent
A1. Telephone/switchboard access and waiting time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A2. Ease of contacting the particular person you need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please return completed survey no later than 30 days after receipt in the prepaid envelope provided or you may fax to: 1-901-860-2323

Product quality

	1	2	3	4	5
	Very Poor	Poor	Fair	Good	Excellent
B1. Broadness of our product range as compared with your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2. Reliability and durability of our products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3. Ease to install and user-friendliness of our products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments/problems experienced regarding American-Marsh's product quality:

Sales personnel

	1	2	3	4	5
	Very Poor	Poor	Fair	Good	Excellent
C1. Accessibility of sales staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2. Giving prompt and accurate responses to your inquires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3. General technical understanding of applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4. Courtesy and responsiveness of sales staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments/problems experienced regarding American-Marsh's sales personnel:

Order handling and delivery

	1	2	3	4	5
	Very Poor	Poor	Fair	Good	Excellent
D1. Quotations are provided promptly and accurately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D2. Prompt confirmations of orders and delivery time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D3. Prompt and adequate notice if a delivery is delayed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D4. Ability to offer products for delivery when you need them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D5. Consistently meeting delivery dates on time as promised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D6. Appearance of product met your expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments/problems experienced regarding American-Marsh's order handling and delivery:

Product technical support

	1	2	3	4	5
	Very Poor	Poor	Fair	Good	Excellent
E1. Provision of competent product selection assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E2. Provision of quick solutions to your technical problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E3. Product training offered by American-Marsh	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments/problems experienced regarding American-Marsh's technical support:

Supporting your sales

	1	2	3	4	5
	Very Poor	Poor	Fair	Good	Excellent
F1. Proper amounts of literature and catalogs are available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F2. Overall look of literature and catalog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F3. Overall look and appearance of web site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F4. Sales goals and overall expectations are reasonable on American-Marsh's behalf	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments/problems experienced regarding American-Marsh's sales personnel:

Handling of complaints

	1	2	3	4	5
	Very Poor	Poor	Fair	Good	Excellent
G1. Accessibility of staff for comments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G2. The complaint was handled timely and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G3. Courtesy and responsiveness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G4. The staff possessed the desire to want to improve and please customer expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments/problems experienced regarding American-Marsh's sales personnel:

American-Marsh's reputation

Please indicate on the statements below to what extent they are accurate descriptions of your customer's impressions of American-Marsh.

	1	2	3	4	5
	Very Poor	Poor	Fair	Good	Excellent
H1. The Product is durable and dependable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H2. Product met expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H3. Product runs quiet and vibration free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H4. The product is designed for long life and aggressive applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What percentage of your annual pump purchases this year do you expect to buy from American-Marsh? _____

If you had to prioritize, which one thing should American-Marsh improve first in the way we are serving your business?

Will you help us to improve our service to you by answering this survey again next year? Yes No

If so, how do you prefer to reply to a future survey? Printed Questionnaire On the Internet