



## Customer survey and evaluation of service / field assembly activities

<u>Customer:</u>	<u>Machine type &amp; machine number:</u>
<u>Job number:</u>	<u>Activity period:</u>
<u>Service activity / kind of activity:</u>	
<u>Contact data customer:</u>	

• **Note on the survey / evaluation**  
 The evaluation is based on a points system, with "1" being the lowest score and "5" being the highest score.

	1	2	3	4	5
• How satisfied are you with your machine in general?					
• How satisfied were you with the performance of the service / field assembly?					
• How satisfied were you with the processing of the order, from the beginning to the completion of the activity?					

• What improvements can you imagine in the field "Service / field assembly" from HEGENSCHIEDT-MFD ?	
• What topics / upgrades are open for you and would you like further support from HEGENSCHIEDT-MFD?	

\_\_\_\_\_ Date

\_\_\_\_\_ Name of the person processed (customer)