



年度客戶滿意調查問卷

Annual Clients Satisfaction Report

编号/ NO. :

客戶名稱/Client Company Name :	聯繫人/Representative Name :		職位/JOB			
調查項目 Items	質量 QUALITY	交期 DELIVERY TIME	價格 PRICE	研發能力 R&D	專業素質 PROFESSIONAL	售後服務 AFTER-SALES SERVICE
PERFECT / 非常滿意						
GOOD / 滿意						
NORMAL / 一般						
FAIL / 不滿意						
不完美問題焦點/Imperfection Problem Focus						
<input type="checkbox"/> 產品質量問題 Quality Imperfection	<input type="checkbox"/> 工作人員服務問題 Staff Imperfection	<input type="checkbox"/> 產品交期拖延 Delay Lead Time	<input type="checkbox"/> 其他 Others			
Details Expression/細節描敘 :						
YES OR NO: 是與否				YES / 肯定	NO / 否定	
Do you care about certificates LSI obtain? 您是否在意羅德鋼鐵所取得的認證?						
Is there ever any problems happened during your business with LSI? 在和羅德鋼鐵的交易過程中是否有發生過任何問題?						
Can LSI's people handle your problem at the first time when it appears? 當問題出現時候, 羅德鋼鐵的人會在第一時間出來解決問題嗎?						
Do you have a nice impression with LSI's staff? 對於羅德鋼鐵的工作人員有使您印象深刻嗎?						
Do LSI people provide you all the documents when you required? 當您對文件資料提出要求時, 羅德鋼鐵工作人員有迅速提交給您嗎?						
Do you agree LSI's Quality Control System?您滿意羅德鋼鐵的質量控制體系嗎?						
Do you agree to cooperate with LSI the next time?您是否期待與羅德鋼鐵的下一合作呢?						
您的建議/Your Suggestion and Comments:						
簽名Signature:				日期Date:		