



Products : Transformer / CSU / Earthing Tx.  
Size : \_\_\_\_\_  
Quantity : \_\_\_\_\_

FAT date : \_\_\_\_\_

Delivery Date : \_\_\_\_\_

EWT believes that through customer survey, the quality of our products and services would further be improved. Please allow us to take few minutes of your precious time to answer the following survey. Your comments and suggestions will be beneficial for us to further improve our process and future services to your esteemed Company.

This survey consists of two (2) sections:

Section 1 - Product Satisfaction Survey

Section 2 - Customer Satisfaction Survey

### Section 1 - Product Satisfaction Survey

Please indicate your satisfaction level in the appropriate column based on the following scale

Satisfaction :      **1 - Poor**                      **3 - Good**                      **5 - Excellent**  
                                 **2 - Satisfactory**                      **4 - Very good**

1. How would you rate EWT product in terms of the followings:-

a) Appearance and finishing                      1              2              3              4              5

Comments: \_\_\_\_\_  
\_\_\_\_\_

b) Painting quality                      1              2              3              4              5

Comments: \_\_\_\_\_  
\_\_\_\_\_

c) Accessories and fittings                      1              2              3              4              5

Comments: \_\_\_\_\_  
\_\_\_\_\_

d) Overall welding conditions                      1              2              3              4              5

Comments: \_\_\_\_\_  
\_\_\_\_\_

2. What impressed you most about EWT products?

a) Quality                      1              2              3              4              5

b) Price                      1              2              3              4              5

c) Usability                      1              2              3              4              5

d) Installation or first experience using EWT product                      1              2              3              4              5

3) How do you consider our products compare to similar products offered by other companies?

1              2              3              4              5

Comments: \_\_\_\_\_  
\_\_\_\_\_

Company name : \_\_\_\_\_

Name : \_\_\_\_\_

Signature : \_\_\_\_\_

## Section 2 - Customer Satisfaction Survey

Please tick ( ) your response with the desired answer:-

1) How long have you used our products?

\* Less than 6 months

\* 1 year to less than 3 years

\* 3 years to less than 5 years

\* 5 years or more


2) How frequently do you purchase from us?

\* Every month

\* Every 2 - 3 months

\* Every 4 - 6 months

\* Once or twice a year


3) How would you rate your overall satisfaction with us?

\* Very satisfied

\* Somewhat satisfied

\* Neutral

\* Somewhat dissatisfied

\* Very dissatisfied


4) How likely is it that you would recommend us to a friend / colleague?

\* Very likely

\* Somewhat likely

\* Neutral

\* Somewhat unlikely

\* Very unlikely


5) Please rate us on the following attributes:-

**1 - Poor**

**3 - Good**

**5 - Excellent**

**2 - Satisfactory**

**4 - Very good**

\* Customer service

\* Professionalism

\* Quality of product / services

\* Customer's needs

\* Price


6) Do you have any suggestions for improving our products / services?


Company name : \_\_\_\_\_

Name: \_\_\_\_\_

Signature : \_\_\_\_\_

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