



Customer Satisfaction Questionnaire

The Purpose of this questionnaire is to communicate with customers and record the level of satisfaction after a sweeper has been delivered. Please fax or send completed form to ATTN: Quality Manager, Mobile Products, 401 Capacity Drive, Longview, TX 75604. FAX (903) - 759 3209 or email to larry.merchant@capacitytrucks.com.

Use the following rating scale for the questions below:
Excellent - 5 Very Good - 4 Good - 3 Fair - 2 Poor - 1 Not Applicable - N/A

A.	Product Features	5	4	3	2	1	N/A
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Did Laymor offer the products and features you required for your application? Yes or No
Comment: _____

B.	Product Availability	5	4	3	2	1	N/A
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Was Laymor able to deliver in a timeframe that met your requirements? Yes or No
Comment: _____

C.	Price/Value	5	4	3	2	1	N/A
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Do you feel that the Laymor products represent a good value in the market? Yes or No
Comment: _____

D.	Product Quality	5	4	3	2	1	N/A
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Is there anything Laymor can do to improve the quality of its products? _____

E.	Customer Service	5	4	3	2	1	N/A
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Are we meeting your expectation for customer service? Yes or No. If no, Please explain how we can improve in this area. _____

F.	Relationship w/Laymor	5	4	3	2	1	N/A
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Have you purchased Laymor products in the past? How have those experiences compared with your latest purchase? What is the likelihood that you will purchase from /Laymor for your future requirements?

Which category above is most important to you? A B C D E F

Do you have any additional comments? _____

Customer: _____ Contact Name: _____
Phone Number: _____ Quote/Serial Number: _____