



SPECIALIST IN FABRIC DESIGN
& MANUFACTURE FOR THE
INTERNATIONAL CONTRACT
MARKET

Skopos Design Ltd
Providence Mills
Earlsheaton Dewsbury
West Yorkshire WF12 8HT
United Kingdom

T + 44 (0) 1924 465191
F + 44 (0) 1924 454575
E skopos@skopos.co.uk
www.skoposdesignltd.com
Company Reg. No. 1157536

**CUSTOMER SATISFACTION
AFTER SALES FOLLOW-UP**

Ref: skocs05/09

Please tick the appropriate boxes, and return to the Marketing Department, Skopos Design Ltd by fax or post.

Many Thanks

1. Company Impressions & Customer Service

How satisfied are you with the following?

	Very Dissatisfied		Very Satisfied		
	1	2	3	4	5
Management of your account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to process/complete order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stock availability & lead time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pricing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Additional Services & Marketing

How satisfied are you with the following?

	Very Dissatisfied		Very Satisfied		
	1	2	3	4	5
Samples service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brochures & Pattern Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special design & Colour-ways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Delivered Fabric

How satisfied are you with the following?

	Very Dissatisfied		Very Satisfied		
	1	2	3	4	5
Delivery Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fabric Appearance & Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fabric Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Fabric Make-Up (If applicable)

How satisfied are you with the following?

	Very Dissatisfied		Very Satisfied		
	1	2	3	4	5
Overall Appearance/Style	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finished Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Installation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very Dissatisfied		Very Satisfied		
	1	2	3	4	5
Overall how satisfied are you with skopos?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

skopos design LTD.

skopos | Mosaic
by skopos