

Pacific Northern, Inc.  
CLIENT SATISFACTION EVALUATION FORM

**I. Sample/Prototype**

	Excellent	Above Avg.	Average	Below Avg.
1. Sample turnaround time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Sample Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**II. Manufactured Goods**

	Excellent	Above Avg.	Average	Below Avg.
1. Timeliness of Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Quality of Products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**III. Packing**

	Excellent	Above Avg.	Average	Below Avg.
1. Product Protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Space Utilization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Marking Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**IV. Service**

	Excellent	Above Avg.	Average	Below Avg.
1. Responsiveness to customer needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Accuracy in providing project/product information/specifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ability to suggest alternative product /service options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Ability to prevent (rectify) product/project errors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Excellent	Above Avg.	Average	Below Avg.
V. Overall Product Delivery Fulfillment Arrangement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**VI. COMMENTS:**

Customer Signature

Customer Name (Please Print)

Company Name (Please Print)

Date