



Harper Engineering

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Customer Opinion Survey

Your opinion of the products and service we provide is essential to help us learn how to better serve your company, our valued customer.

We would appreciate your completion and return of the following as soon as possible to enable us to make improvements to our organization. Please consider our position compared to whichever of our competitors you use for your aerospace needs.

Poor >> Fair >> Excellent					
Please mark X in the box					
1 = need improvement 5 = better than most competitors					
	1	2	3	4	5
Accessibility of Customer Service Representative(s)					
Courtesy and knowledge of Customer Service Representative(s)					
Timely response to product inquiry and questions					
Pricing consistent and competitive					
Parts quality					
Changes to orders handled proficiently					
Packaging, including certification paperwork and labeling					
Delivery complete, accurate and timely					
Effective handling of problems					
Invoicing and credit accuracy and timeliness					
Is Harper Engineering your first choice when purchasing interior hardware for you aerospace needs?	Please circle one				
	Yes			No	
If we are not your first choice, would you please provide the most important issue you feel we need to address?					

Name and title _____

Date _____

Company _____

Your additional comments and suggestions are always appreciated:

Thank you for your participation and time in providing us this most important information!

Please fax completed form to Bob Hazel, Vice President, Harper Engineering at 425-228-0889