

# CUSTOMER SATISFACTION SURVEY



We at Teledyne TSS are constantly striving to exceed our customers' expectations through continuous development of our products and processes. Please help us to monitor our improvement effort by answering these questions. Your response will be treated as confidential and you are not obliged to complete your details unless you would like to receive specific correspondence on this subject.

## 1. Sales & Support

Please rate the following aspects of our service:	Excellent	Good	Average	Poor	Unacceptable
Quote turnaround time					
Lead-time					
Delivery					
Technical Support					
Credit/Accounting Issues					
Product Quality					
Overall Satisfaction					

## 2. Marketing Information

How did you hear about us?	
Existing Customer	
Other Teledyne Company	
Other TSS User	
TSS Distributor, if so which?	
Exhibition, if so which?	
Oceanology International	
Ocean Business	
Oceans	
DSEI	
IMDEX	
Offshore South East Asia	
Hydro	
Underwater Intervention	
OTC	
Other	
Advertisement or Editorial, if so which publication?	
Sea Technology	
Marine Technology Reporter	
Hydro International	
International Ocean Systems	
Warship Technology	
South Asia Defence Review	

