



Customer Satisfaction Questionnaire

Please fax your response on 01743 242808

We have supplied you with a photocopier under the WMS arrangement. To ensure that we continue to monitor our service standards I would be grateful if you could complete this brief questionnaire. Your response is important to us. It will help us to identify any service issues that exist and enable us to seek to address them, thus improving the level of service we aim to give to our customers.

(Please circle the response you feel is most appropriate)

How would you rate the overall service provided by WMS in respect of your photocopier?				
Excellent	Very Good	Good	Satisfactory	Poor
If you had any problems relating to your photocopier, how effectively were they handled by WMS?				
Excellent	Very Good	Good	Satisfactory	Poor
Have you chosen to move away from WMS for the supply of a new photocopier copier?				
Yes		No		
If so, may we ask to which supplier and why?				

If you have contacted or been contacted by the accounts division of WMS, how efficiently was your problem handled?				
Excellent	Very Good	Good	Satisfactory	Poor
Please feel free to make any comment you feel we should know in respect of the products or services provided by WMS.				

Name of establishment: _____

Address: _____ Post code: _____

Your name: _____ Position/designation: _____

Tel no: _____ Email: _____

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.

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