

Appendix: The questionnaire

Dear Customer,

As the Service manager of XYZ Technology Corp., I want to thank you for giving us the opportunity to serve you. We initiate a program to survey the perception of service quality from customers and hope that through a better understanding of your expectation could expedite our process of improvement.

We appreciate your greatest support by taking a couple of minutes to fill the questionnaire as attachment and hopefully, you will accept this as a token of good will. Thus, if any question that is unclear to you, please feel free to contact us by sending me an e-mail or giving me a call.

Thanks a lot.

Sincerely,

Jerry Go

Manager of Customer Service

Telephone:

886-578-2280 ext 6651 (Office)

886-956-304-925 (Mobile)

Part I: The Evaluation Item of Service Quality

21 questions listed below are based on the daily function of our service operation. In order to testing your opinions on our service quality, please give your rating to each item below based on your experiences of cooperating with us. Thanks.	Importance Rating	Our Performance			
		Much worse than expected	Somewhat worse than expected	Same as expected	Somewhat better than expected
1. Do you receive adequate instruction of how to use, maintain the product through our user guide or technical support?	Very low				
2. Do you feel the ease in accessing to our service center?	A little below average				
3. Do you feel the courtesy in our written or oral communications?	Average				
4. Do you think we are quickly catching the point of your stated problem through the communication?	A little above average				
5. Do you feel our actions to solve your problem are quick?	Very high				
6. Do you promptly obtain the quality analysis report on your query?					
7. Do you feel our technical expertise capable of providing a better solution on your requirement?					
8. Do you feel our ownership in providing you our support?					
9. Do our analysis report adequately address the issue of your concern?					

<p>10. Do you think our service is highly adaptive in meeting your request?</p> <p>11. Do you feel convenient in our arrangement of RMA process?</p> <p>12. Do you satisfy our Turn Around Time of RMA repairing?</p> <p>13. Do you promptly obtain the status of your unit in repairing through your query?</p> <p>14. Do you timely obtain the repairing report on your query?</p> <p>15. Do you promptly obtain the shipping info. on your query?</p> <p>16. Do you satisfy to the quality of our repairing?</p> <p>17. Did we accurately provide you the list of service cost?</p> <p>18. Do we accurately deliver the spare parts or RMA units as we committed upon (in right time, right place, right document and right marking)?</p> <p>19. Do you feel our service is standing on the mutual benefit between customer and us?</p> <p>20. In overall, do you satisfy in partnering with us?</p> <p>21. In succeeding to the question above, would your satisfaction affect your consideration of retaining the business with us?</p>		
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Part II: The Respondent's Information

1. How many years have you partnering with us?
below 1 year 1-2 years 2-3 years 3-5 years above 5 years.

2. What is the main model you have purchased from us?
A series W series CA series

3. What is the frequency of your company having contact for our service per month?
below 1 time around 1-5 times around 5-10 times around
10-20 times over 20 times.

4. How many employees working in your company or business unit?
below 50 employees 50-150 employees 150-300 employees
300-500 employees above 500 employees.

5. Are we your sole supplier of Ruggedized Notebook?
Yes No



6. How many years have you worked in your company?
Below 1 year Around 1 to 3 years Around 3 to 5 years
Above 5 years.

7. What is the originality of your company?
U.S. E.U Asia

----- The End -----