

Thank you for agreeing to participate in this short survey.

Your answers will help A-M Systems evaluate our performance, and improve our ability to serve you better in the future.

Sincerely,

Management,
A-M Systems

Name: _____

Organization: _____

Phone Number or Email Contact _____

Fax Number _____

Customer Number: _____

Date: _____

Demographic Information		
Please Indicate Your State (Or Country) of residence		
Please indicate the type of product you typically purchase	Pulmonary and Respiratory	Neuroscience
Are you the end user of the products you purchase	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Please select the category that most closely reflects your career position	<input type="checkbox"/> Medical Professional	
	<input type="checkbox"/> Scientific Professional	
	<input type="checkbox"/> Purchasing Agent	
	<input type="checkbox"/> Dealer/Distributor	
	<input type="checkbox"/> Other: _____	
Please select the category that most closely reflects your employment location	<input type="checkbox"/> Hospital	
	<input type="checkbox"/> Clinic / Doctor's Office	
	<input type="checkbox"/> University / Research Institute	
	<input type="checkbox"/> Other: _____	

The first section is about A-M Systems product offerings. Please circle the appropriate answer.

A-M Systems Product Offerings	Please indicate your answer by circling the appropriate value				
A-M Systems Products are high quality.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems Products are good economic value.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems Products are dependable and reliable.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems Products offer equal or better quality then that of other companies that you are familiar with.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems Products offer equal or better economic value then that of other companies that you are familiar with.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems Products are easy to use.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems provides accurate technical support. that was helpful	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems answers your technical questions in a timely fashion	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly

Please share any thoughts you have regarding A-M Systems Product Offerings and Technical Support that I have not covered, or you would like to expand upon.

The next section is about A-M Systems customer service department.

A-M Systems Customer Service	Please indicate your answer by circling the appropriate value				
A-M Systems Customer Service is very fast.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems Customer Service is very helpful.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems Customer Service is very accurate (rarely makes mistakes).	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems Customer Service is very easy to work with.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems Customer Service is very professional.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly

Please share any thoughts you have regarding A-M Systems Customer Service Department:

The next section is about A-M Systems order fulfillment department, which covers such issues as order processing, shipping, and billing.

A-M Systems Order Fulfillment	Please indicate your answer by circling the appropriate value				
A-M Systems has delivered your orders on time.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems has better than average product delivery times.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems products were delivered in good condition	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems invoices are clear and accurate	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems invoices are processed in a timely fashion	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems processes product returns in a rapid and efficient manner.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly

Please share any thoughts you have regarding A-M Systems Order Fulfillment Department:

The next section includes questions are about A-M Systems website.

A-M Systems Website	Please indicate your answer by circling the appropriate value				
How often do you use the website?	Very Frequently	Frequently	Seldom	Rarely	Never
A-M Systems Website is very informative.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems Website is very useful.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
A-M Systems Website is easy to navigate (find the information you are looking for).	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
In the last year, how many times have you used the A-M Systems website to purchase products?	More than 12 times	Between 6 and 12 times	Between 3 and 5 times	Between 1 and 2 times	Never
A-M Systems Online Ordering system is very easy to use.	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly
The lack of shipping prices on the online ordering system is very frustrating	Agree Strongly	Agree	No Opinion	Disagree	Disagree Strongly

Please share any thoughts you have regarding A-M Systems Website:

Please share any additional thoughts you have regarding A-M Systems:

Please fax to 360-683-3525, attention Quality Manager. Thanks!

A-M Systems
P.O. Box 850
Carlsborg, WA 98324

1-800-426-1306