

MICROPLASMA

Quality is our strength. Challenge us!

ROMANIA – Constanta Aleea Murelor 8, bl. BC6, ap. 69

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MICROPLASMA

Dear Sirs,

To help **MICROPLASMA** improve their services we welcome your response to the following questions:

1. **Company name:**

Address/Phone/Fax:

Contact person:

Phone/Fax:

Type of business:

Manufacturing

Constructions

Trade

Services

2. **How did you first hear about MICROPLASMA?**

3. **Are you familiar with our products?**

Yes

No

Partially

4. **What type of products and services are you interested in?**

Sealing elements(industrial gaskets)

Metal processing

Surface treatment, reconditioning and metallization

Spare parts for chemical and petrochemical industries

Spare parts for shipbuilding industry (doors, hatches, breathers etc.)

Pressure related equipments (expansion joints flanges etc)

Ship hardware

LASER cutting of metal sheets and pipes

Code F-080

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5. What are the criteria you evaluate when buying a product/service?

- Quality
- Price
- Packing and marking
- Others (please describe)

6. How would you describe the quality of our products/services?

- Excellent
- Very good
- Good
- Satisfactory
- Poor

If you indicated the last two options, would you please describe what happened?

7. The process for getting your concerns resolved was

- Excellent
- Very good
- Good
- Satisfactory
- Poor

If you indicated the last two options, would you please describe what happened, in order to help us improve the quality?

8. How would you appreciate the rapport between price and quality for the delivered products/services?

- Fair
- Not fair

9. Have you had trouble receiving the products and services you ordered?

- Yes
- No

Comments:

10. Please provide us with a mark from 1 to 5, for the following attributes which characterize the relations between our companies:

Attribute	1	2	3	4	5
Price					
Quality of the products and services					
Promptitude					
Employees attitude					
Technical support					

11. Please add any other comments you wish to make in order to help us improve the relationship between our companies:

This form was filled in by:

Name

Position

Date

Please note: Your answers and comments will be treated in strict confidence.

Please complete the following form and e-mail it to: nomer@microplasma.ro or fax it as soon as possible to the following number: 0040 241 761616.