

CUSTOMER FEEDBACK FORM

At Digital Systems Engineering, we value your satisfaction and encourage feedback. With your answers to the following questions, and your observations, we will continue to improve the diversity and quality of our Products and Services. Thank you for time spent to complete this short survey. Please submit via e-mail submit button, or save to desktop, then print and fax to **480.515.0144**.

(Information is Optional) Contact _____ E-mail _____
Date _____ Company _____ PO / RMA# _____

1. Do DSE Products meet your needs?

Add your observations on how Products might better meet your needs.

- Absolutely! Met our needs exactly
- Spot-on with a tweak
- Workable, yet I want to see (See comments)
- OK
- No

2. How responsive have we been to your questions or concerns?

We welcome your observations on DSE's responsiveness.

- Prompt and thorough
- Getting there
- OK
- Inquiry not answered/resolved
- Not applicable

3. With regards to Product Delivery, how do we do?

We welcome your observations on DSE's Delivery process.

- Exceeds expectations
- As committed
- Promptly communicated delays
- Did not meet expectations (See comments)
- What delivery? Waiting...

4. How would you rate our Technical Support including Design Modifications and Product Documentation?

We welcome your observations on DSE's Technical Support.

- Knowledgeable
- Good enough
- You can do better
- Sub-par
- What support?

5. How would you rate the Quality of the Product?

Pro or Con, we welcome your input on why this rating was selected.

- Exceptional
- High-grade
- Mediocre
- Needs work
- Inferior

6. Overall, how satisfied are you with your experience with DSE?

We welcome your observations on what we do well, what you like, and where we can improve.

- Could not have been more satisfied
- With minor tweaks, DSE nailed it (See comments)
- OK
- Lots of room for improvement (See comments)
- Awful