



## CLIENT SATISFACTION

### Bill Perry & Associates, Inc.

Thank you for giving us the opportunity to serve you better. Please take a few minutes to tell us about your experience.

Date

08/01/2013

Client

Arthrex Manufacturing

How long have you been a client?

- Less than a month
- 1 - 6 months
- 6 months to 1 year
- More than 1 year
- 5 - 10 years
- More than 10 years

How often do you use our products or services?

- Daily
- Several times a week
- About once a week
- A couple times a month
- About once a month
- Once a year
- Other

How likely are you to recommend our company to a friend or colleague?

- Very likely
- Somewhat likely
- Unsure
- Not very likely
- Not likely

If not, why?

Based on your experience, will you continue purchasing products or services from us in the future?

- Very likely
- Somewhat likely
- Unsure
- Not very likely
- Not likely

If not, why?



What could we do to increase your level of satisfaction?

Nothing, your services are first rate and at a very good price.

Compared to similar companies, how would you rate our products or services?

- Much better
- Somewhat better
- About the same
- Worse
- Much worse

Please rate your satisfaction with the following aspects of our products or services:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
Overall experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Quality of product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Value for price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ability to meet needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Responsiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

What could we do to increase your level of satisfaction?