

# QUESTIONNAIRE

	Very satisfied	Satisfied	Neither yes nor no	Dissatisfied	Very dissatisfied
1. Based on your recent experiences (in general), are you satisfied with contacts with „ANGA”?					
2. What is your level of satisfaction with					
• quality of ANGA products					
• response to the RFQ					
• sales process					
• technical service					
• training of the user's employees					
• time of service delivery					
• effectiveness of phone, fax, e-mail, personal contacts					
	Absolutely yes	Rather yes	I do not have an opinion	Rather not	Absolutely not
3. Based on your contacts to date, would you recommend purchasing ANGA products to other people or companies?					
4. Based on your contacts to date, would you purchase ANGA products again?					

Why?

5. Which company products (from the mechanical seal group) do you buy most often? (please list)

6. Based on your contacts to date, how would you describe ANGA's attractiveness in comparison to other companies?



**ANGA Uszczelnienia Mechaniczne Sp. z o.o.**

ul. Wyzwolenia 550,  
43-340 Kozy, Poland

T. +48 33 827 80 00  
E. anga@anga.com.pl

[www.anga.com.pl](http://www.anga.com.pl)

# QUESTIONNAIRE

7. Which sources of technical and commercial information do you and your company use to search for technical novelties, new delivery directions, etc.?

a. press (which titles? – please list in order)

1

2

3

b. Internet

YES

NO

c. z imprez targowych, wystaw, sympozjów. Jakich? (proszę wymienić)

d. trainings. Which? (please list)

e. other sources. What? (please list)

8. In your opinion, how can we increase your satisfaction with products, services and level of service offered by „ANGA”?



**ANGA Uszczelnienia Mechaniczne Sp. z o.o.**

ul. Wyzwolenia 550,  
43-340 Kozy, Poland

T. +48 33 827 80 00  
E. [anga@anga.com.pl](mailto:anga@anga.com.pl)

[www.anga.com.pl](http://www.anga.com.pl)