



Amperstraße 4 - 6
84513 Töging am Inn
Phone +49(0)8631/39 34 80
Fax +49(0)8631/39 35 80
E-Mail mail@power-heat-set.com
www.power-heat-set.com

To our valued customers

Dear Customer,

Power-Heat-Set is always working on improving the heat setting equipment, which resulted in our NEW GVA 5000 belt version for heat setting with overheated steam and our new system for heat setting with saturated steam the compact heat set equipment.

To improve not only our equipment, but also our customer relationship we would appreciate to receive your help and feed back by answering a few questions and returning the filled in questionnaire by e-mail to: mail@power-heat-set.com or to fax-No: +49-8631-393580.

Only with your help we will be able to become even better!

Thank you for answering following questions by giving your marks from 1 to 5 (1 stands for extremely satisfied and 5 represents extremely dissatisfied). For ratings 4 – 5 we would appreciate to receive your comment, why you give this rating and what we could make better.

How were you satisfied with

The handling of your purchase order for the GVA equipment?

1 2 3 4 5

Processing of your purchase order?

1 2 3 4 5

Processing of the shipment for your GVA purchase order?

1 2 3 4 5

Execution of the installation and start-up of your GVA?

1 2 3 4 5

How would you rate your level of satisfaction in regards to customer service?

1 2 3 4 5

THANK YOU FOR HELPING US TO BECOME BETTER

For your spare parts orders, please advise:

How do you rate your level of overall satisfaction with Power-Heat-Set as a supplier?

1 2 3 4 5

How do you rate the prices of Power-Heat-Set spare parts?

appropriate better than from other companies too expensive

How do you rate the quality of Power-Heat-Set spare parts?

1 2 3 4 5

Are you satisfied with the time lapse between sending your inquiry and your receipt of an offer?

1 2 3 4 5

Are you satisfied with the further handling of your spare parts purchase order?

1 2 3 4 5

In case of claims, please advise:

How do you rate your level of overall satisfaction with Power-Heat-Set in case of complaints?

1 2 3 4 5

How do you rate our response to your complaint?

1 2 3 4 5

How do you rate the further processing of your complaint?

1 2 3 4 5

How would you rate the overall quality of your relationship with Power-Heat-Set, considering all of your experiences with us? Would you say it is ...

excellent very good good fair poor

Comments to improve our services:

Returned to Power-Heat-Set by company _____

THANK YOU FOR HELPING US TO BECOME BETTER