Please complete this Form as appropriate regarding the Services you have received from THEDESIGNBENCH LTD / AOGLive and its Staff. Not all parts of the Form need to be completed, just select the ones that are appropriate to the Services you have received by THEDESIGNBENCH LTD / AOGLive. All fields, including your identity are optional.

1. **THEDESIGNBENCH LTD / AOGLIVE SERVICE & CUSTOMER DETAILS**

|  |
| --- |
| **THEDESIGNBENCH LTD / AOGLive Customer # :**  |
| **AOGLive Request # :**  |
| **Components / Services involved:**  |
| **Your Company Name:**  |
| **Name of person completing the questionnaire:** **Position:** **Tel:** **E-mail:** **Date:** |

1. **THEDESIGNBENCH LTD / AOGLIVE SCORES & COMMENTS**

|  |  |  |
| --- | --- | --- |
| **Overall Quality – Components, Certification and Service** | **Score****0-10** |  |
|  **Comments** |

|  |  |  |
| --- | --- | --- |
| **Punctuality** | **Score****0-10** |  |
|  **Comments** |

|  |  |  |
| --- | --- | --- |
| **Support Levels offered to the Customer** | **Score****0-10** |  |
|  **Comments** |

|  |  |  |
| --- | --- | --- |
| **Performance in Communicating effectively with the Customer** | **Score****0-10** |  |
|  **Comments** |

|  |  |  |
| --- | --- | --- |
| **Responsiveness to the Customers requests** | **Score****0-10** |  |
|  **Comments** |

|  |  |  |
| --- | --- | --- |
| **Reliability in honouring Offer given and in meeting all Customer Requirements** | **Score****0-10** |  |
|  **Comments** |

|  |  |  |
| --- | --- | --- |
| **Logistics Performance in the complete route of the Component to the Customer allocated location or in the accurate and punctual release of the Component for collection** | **Score****0-10** |  |
|  **Comments** |

|  |  |  |
| --- | --- | --- |
| **Financial Performance in honouring Costs as stated with no unexpected extra costs** | **Score****0-10** |  |
|  **Comments** |

1. **FURTHER COMMENTS ON YOUR EXPERIENCE WITH THEDESIGNBENCH LTD / AOGLIVE.**

|  |
| --- |
|  **Comments** |

1. **COMPLAINTS ABOUT THE THEDESIGNBENCH LTD / AOGLIVE SERVICE.**

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| --- |
|  **Comments** |

1. **SUGGENTIONS TO IMPROVE THE THEDESIGNBENCH LTD / AOGLIVE SERVICE.**

|  |
| --- |
|  **Comments** |