



Customer Survey 2018

Below are some key features of our service package. Please give us your views on how you feel we performed. Circle the number that reflects how **Satisfied or Dissatisfied** you are or n/a if it is not relevant.

Quality of film	n/a	1	2	3	4	5
Reliability of deliveries	n/a	1	2	3	4	5
Film stock service	n/a	1	2	3	4	5
Response to complaints	n/a	1	2	3	4	5
Helpfulness of our sales team	n/a	1	2	3	4	5
Value for money	n/a	1	2	3	4	5

Which of these is the most important to you?

Please mark on the same basis as above

Quality of film	1	2	3	4	5
Reliability of deliveries	1	2	3	4	5
Film stock service	1	2	3	4	5
Response to complaints	1	2	3	4	5
Helpfulness of our sales team	1	2	3	4	5
Value for money	1	2	3	4	5

Q. Would you recommend National Flexible to others as a suppliers of packaging films? (Please tick)

Q. How would you like us to keep you informed about new developments? (Please tick)

Your summary of performance

Your name

Your company name

Position

Signed