

National Flexible Customer Satisfaction Survey 2019

Could you please take just 2-3 minutes to complete this customer survey.

These surveys have been carried out every year since 2001. The results are independently audited within our ISO 9001-2015 QA Compliance. As far as we are aware, these surveys are unique within the flexible film and convertor market and your answers help us to focus on those areas where we need to improve.

There is a prize draw for all entrants with a **case of fine wine** for the lucky winner and **3 magnums of champagne** as consolation prizes. Last year's lucky winners were;

- Case of wine: Eleanor Ramsden
- Magnum of champers: Sandra Murdoch, David Jones & James Trickett

Below are some key features of our services package. Please circle the number that reflects how **Satisfied** or **Dissatisfied** you are, or circle **n/a** if it is not relevant.

1. Very Dissatisfied  5. Very Satisfied

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 benefits is most important to you?

1. Not Important  5. Very Important

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

Q: Would you recommend National Flexible as a film supplier? (Please tick)

Yes	No
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Q: We have a new range of films for plastic reduction and recycling in 2020, are you looking to change packaging film? (Please tick)

Yes	No
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Your summary of Performance:

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Company Name:

Your Name:

Position:

Signed:

Please email your completed survey to marketing@nationalflexible.net

With thanks,



Barry Twigg, CEO