



Cyclops Electronics Service Evaluation Survey

Contact Name:

Company Name:

Email Address:

1. Please rate, in order of priority, how you feel we have performed.

(Using the scale 1 - 5, 1 being excellent and 5 being improvement needed, please tick the relevant number)

	Excellent			Improvement Needed	
	1	2	3	4	5
A) Prompt Reply					
B) Pricing					
C) On Time Deliveries					
D) Communicating Effectively and Regularly					
E) Answering Enquiries					
F) Professional & Trusted Relationship					
G) Accounts Information					
H) Overall Service Level					

2. When buying from a distributor what are the most important qualities to you?

(Using the scale 1 - 5, 1 being most important and 5 being least important, please rate them accordingly. You may only use each score once.)

	Most Important			Least Important	
	1	2	3	4	5
A) Large Stockholding					
B) ISO9001:2008 Accredited					
C) Pricing					
D) Quality Guarantee					
E) Company Reputation					

3. If you could name one of our services that we excel in, what would it be and why?

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4. Who do you feel is our main competitor and what do they offer that we don't?

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5. What is your biggest fear or frustration when buying from an independent distributor (non-franchised) within the electronics industry?

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6. How often do you buy from independent distribution (non-franchised)?

Daily		Monthly	
Weekly		Never	

7. Do you use the Cyclops Electronics website part search database to check stock on electronic component items? (http://www.cyclops-electronics.com/index.php?_p_=2)

Yes		No	
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8. Which Social Media platforms do you regularly use?

Facebook		LinkedIn		Twitter	
Four Square		You Tube		Other	

9. The next time you require electronic components, would you use the Cyclops service again?

Definitely		Not Sure		Definitely Not	
Probably		Probably Not			

10. Any further comments?

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Thank you for taking the time to help us and continuing to be our client.

Please Fax Back to: ++44 (0) 1904 424424, Alternatively Email: marketing@cyclops-electronics.com