



DEALER SATISFACTION SURVEY

Thanking you for the constructive collaboration you offer us, we would like to improve our service to better contribute to your business. Thank you for the time spent in compiling this survey.

1. RANGE COMPLETENESS

- | | | | | |
|------------------------------|-------------------------------------|-----------------------------------|-------------------------------|------------------------------------|
| <u>Tillers</u> | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |
| <u>Rotare Harrows</u> | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |
| <u>Flail Mowers</u> | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |
| <u>Hay Tedders and Rakes</u> | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |
| <u>Cabs</u> | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |

2. RESPONSE TIME

- inadequate adequate good excellent

3. MACHINES DISPATCH TIME

- inadequate adequate good excellent

4. SPARE PARTS DISPATCH TIME

- inadequate adequate good excellent

5. PRODUCT QUALITY

- | | | | | |
|-------------------|-------------------------------------|-----------------------------------|-------------------------------|------------------------------------|
| <u>Finishing</u> | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |
| <u>Welding</u> | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |
| <u>Design</u> | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |
| <u>Sturdiness</u> | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |

Your evaluations: _____

6. MARKETING: Are the brochures, the internet site and the newsletters useful and informational?

- YES
- NO, Why? _____

7. YOUR COMMENTS

8. PERSONAL DATA

Survey compiled by _____

Company _____

Date _____

Thanking you again for your collaboration, we wish you all the best.

Silvio Mayer
Managing Director