



CUSTOMER SATISFACTION SURVEY

Customer: _____

Name: _____ **Date:** _____

Please provide some feedback on the products and/or services provided by APS.

Questions:	Not Applicable	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
	N/A	1	2	3	4	5
1. I was satisfied with Aviation Procurement Systems' Sales staff involved with my organization						
2. I was satisfied with the contract / agreement documents for the products / services provided						
3. I was satisfied with the transition from the sales process to the delivery of products and/or services provided by Aviation Procurement Systems						
4. I was satisfied with the quality of the products and/or services provided						
5. I found the Aviation Procurement Systems staff involved in the delivery of products and/or services provided to be professional						
6. I was satisfied with the invoicing / payment process for Aviation Procurement Systems' products and/or services						
7. The products and/or services provided met my expectations						
8. I would recommend Aviation Procurement Systems' products and services to others						
9. How could Aviation Procurement Systems improve the products and/or services provided?						
10. Would you like someone from Aviation Procurement Systems to contact you regarding your satisfaction /dissatisfaction with the products and/or services provided?						

When complete, please fax to +1 (301) 200-4719 or e-mail to sales@aviprosys.com
 Aviation Procurement Systems thanks you for being a valued customer and for completing this survey!