



Thank you for giving us the opportunity to serve you. Please help us serve you better by taking a couple of minutes to tell us about the service that you have received so far. We appreciate your business and want to make sure we meet your expectations.

800-874-6813

Name	
Address	
E-mail	
Phone	
Fax	

Please rate NSPA's Customer service:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Customer Service Representative (CSR) was courteous, respectful and professional.					
2	CSR was knowledgeable about NSPA's products					
3	CSR was accesible when you called or emailed					
4	An NSPA representative resolved your issue(s) and/or responded to your question(s) in a timely manner					
5	NSPA provides solutions to you and/or your customers					
6	NSPA's product quality is superior to similar alternatives in the marketplace					
7	NSPA's pricing is competitive					
8	NSPA's product delivery is timely with acceptable fill-rates					
9	NSPA's accuracty is acceptable (order entry, order pulling, invoicing, etc.)					
10	My overall impression of NSPA is high					
11	<b>Is there anything that you feel NSPA needs to improve on in the short and/or long term?</b>					
12	<b>Are there additional value-added services that you would like NSPA to perform?</b>					
13	<b>General Feedback:</b>					
14	<b>Would you like someone from NSPA's management team to contact you about this survey?</b>	Yes		No		

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing products and services in the future.