



# Customer Satisfaction Survey November 2005

*ELECTRA-LOOM PTY LTD*

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## **EXECUTIVE SUMMARY**

This survey was fielded on 27th October 2005. An invitation to complete an online questionnaire was emailed to approximately 100 customer contacts of which 80 participated.

An online survey site, questionpro.com, was utilised to design and administer the survey and compile the results. The facility allowed for the participants to link from the email to the web site and perform a simple 'point and click' questionnaire.

The average time taken to complete the questionnaire was 5 minutes 21 seconds.

The results were compiled by Paul Stedman on 15th November 2005.

## **QUESTIONPRO PRIVACY POLICY**

We collect and analyze aggregate information of visitors, including the domain name, visited pages, referring URLs, and other publicly available information. We use this information to help improve our web site and services, and to customize the content of our pages for each individual customer.

**We do not sell or make commercially available specific information about users or their collected data**, except in cooperation with law enforcement bodies in regards to content violations or violations of applicable laws. We maintain a database of member information which is used only for internal purposes such as technical support, notifying members of changes or enhancements to the service and new services and products that may be of interest to them.

VeriSign's secure services are used for online credit card payment transactions.

Any member may cancel their membership at any time by going to the My Account tab.

### ***What about email addresses I upload for distribution?***

We do not make any information that you upload available to anyone else. This also applies to any graphics or multi-media clips that you upload for hosting along with your survey.

### ***Will the data I collect be shared/sold/used by anyone else?***

No. We are an online survey software vendor, and not a market research organization. We are strongly committed to protecting the data and will not make available any portion of your data to anyone else.

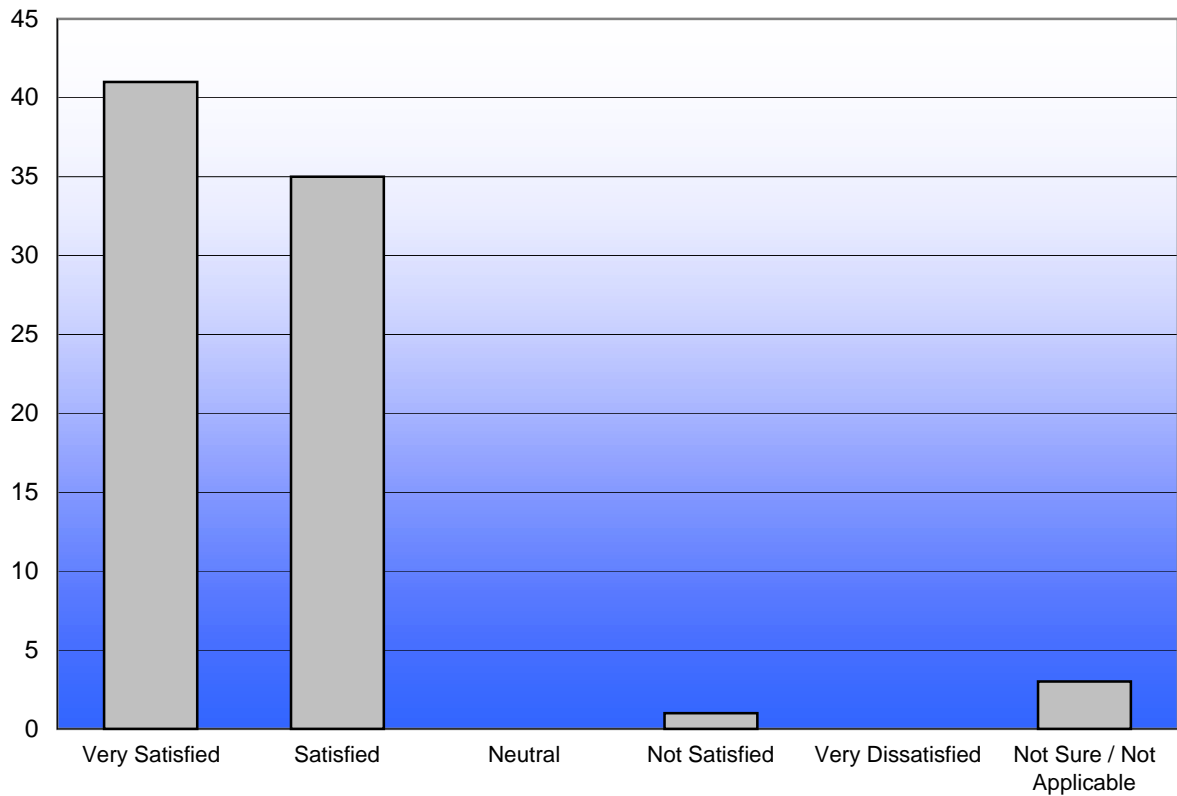
### ***What happens to my data after I cancel my account?***

We keep your survey data as long as your account is active with us. If you cancel your account (or payment for your account is not received) we delete all of your surveys and associated data within 3 business days. This is not reversible.





**Q1 - How satisfied are you with ELECTRA-LOOM's response to your request for quotation ?**

Frequency Analysis				
#	Answer	Frequency	Percentage	
1	Very Satisfied	41	51.25%	<div style="width: 51.25%; height: 15px; background-color: yellow;"></div>
2	Satisfied	35	43.75%	<div style="width: 43.75%; height: 15px; background-color: yellow;"></div>
3	Neutral	0	0.00%	
4	Not Satisfied	1	1.25%	<div style="width: 1.25%; height: 15px; background-color: yellow;"></div>
5	Very Dissatisfied	0	0.00%	
6	Not Sure / Not Applicable	3	3.75%	<div style="width: 3.75%; height: 15px; background-color: yellow;"></div>
<b>Total</b>		<b>80</b>	<b>100%</b>	

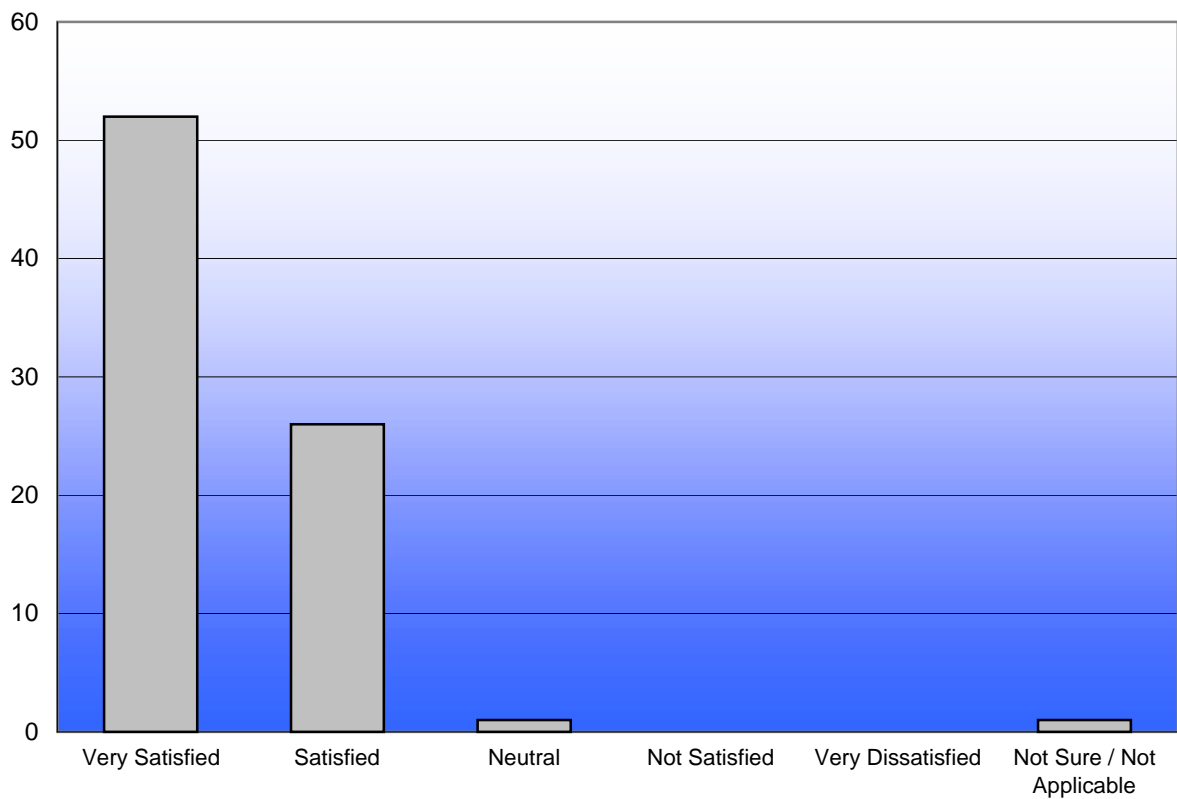
Statistical Calculations		
Mean		1.494
Standard Deviation		0.576
Variance		0.332
Mean Percentile		90.13%






**Q2 - How satisfied are you with ELECTRA-LOOM's response to your order placement ?**

Frequency Analysis				
#	Answer	Frequency	Percentage	
1	Very Satisfied	52	65.00%	
2	Satisfied	26	32.50%	
3	Neutral	1	1.25%	
4	Not Satisfied	0	0.00%	
5	Very Dissatisfied	0	0.00%	
6	Not Sure / Not Applicable	1	1.25%	
<b>Total</b>		<b>80</b>	<b>100%</b>	

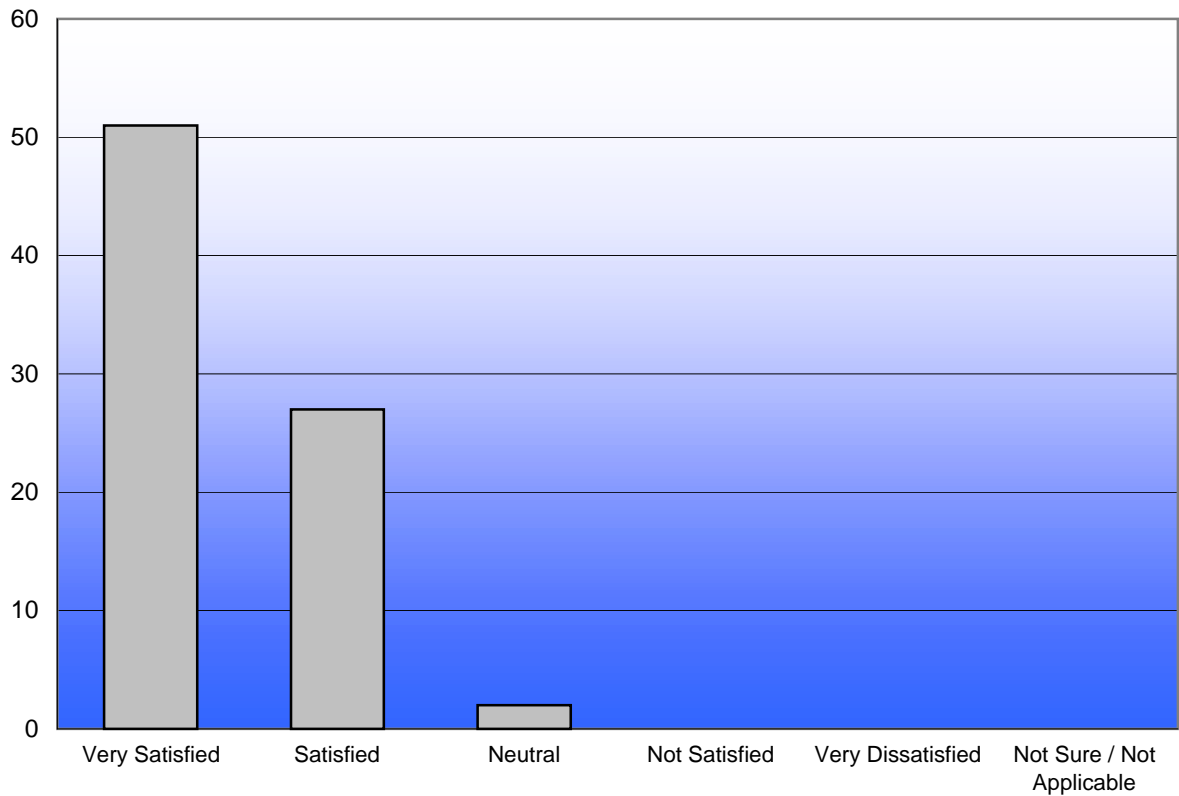
Statistical Calculations		
Mean		1.354
Standard Deviation		0.507
Variance		0.257
Mean Percentile		92.91%



**Q3 - How satisfied are you with ELECTRA-LOOM's response to your general enquiries and requests ?**

Frequency Analysis				
#	Answer	Frequency	Percentage	
1	Very Satisfied	51	63.75%	
2	Satisfied	27	33.75%	
3	Neutral	2	2.50%	
4	Not Satisfied	0	0.00%	
5	Very Dissatisfied	0	0.00%	
6	Not Sure / Not Applicable	0	0.00%	
<b>Total</b>		<b>80</b>	<b>100%</b>	

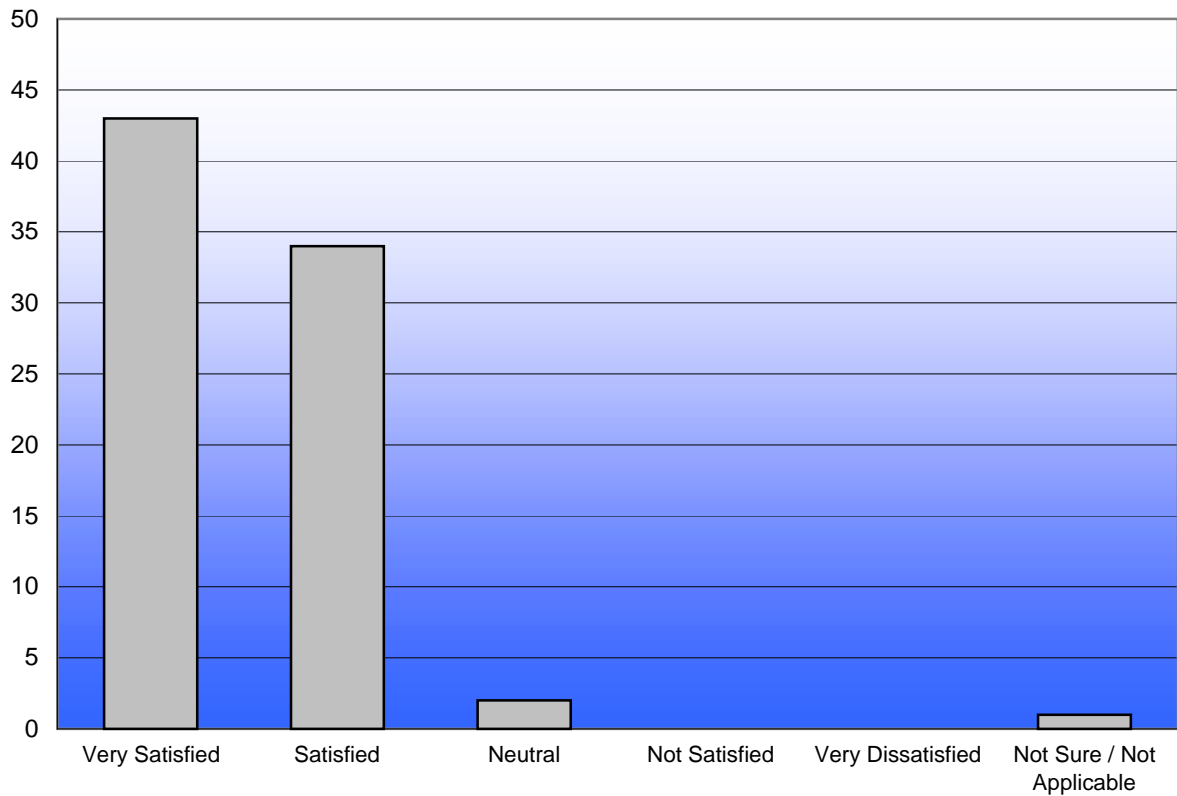
Statistical Calculations		
Mean		1.388
Standard Deviation		0.539
Variance		0.291
Mean Percentile		92.25%







**Q4 - How satisfied are you with the product quality you receive from ELECTRA-LOOM ?**

Frequency Analysis				
#	Answer	Frequency	Percentage	
1	Very Satisfied	43	53.75%	
2	Satisfied	34	42.50%	
3	Neutral	2	2.50%	
4	Not Satisfied	0	0.00%	
5	Very Dissatisfied	0	0.00%	
6	Not Sure / Not Applicable	1	1.25%	
<b>Total</b>		<b>80</b>	<b>100%</b>	

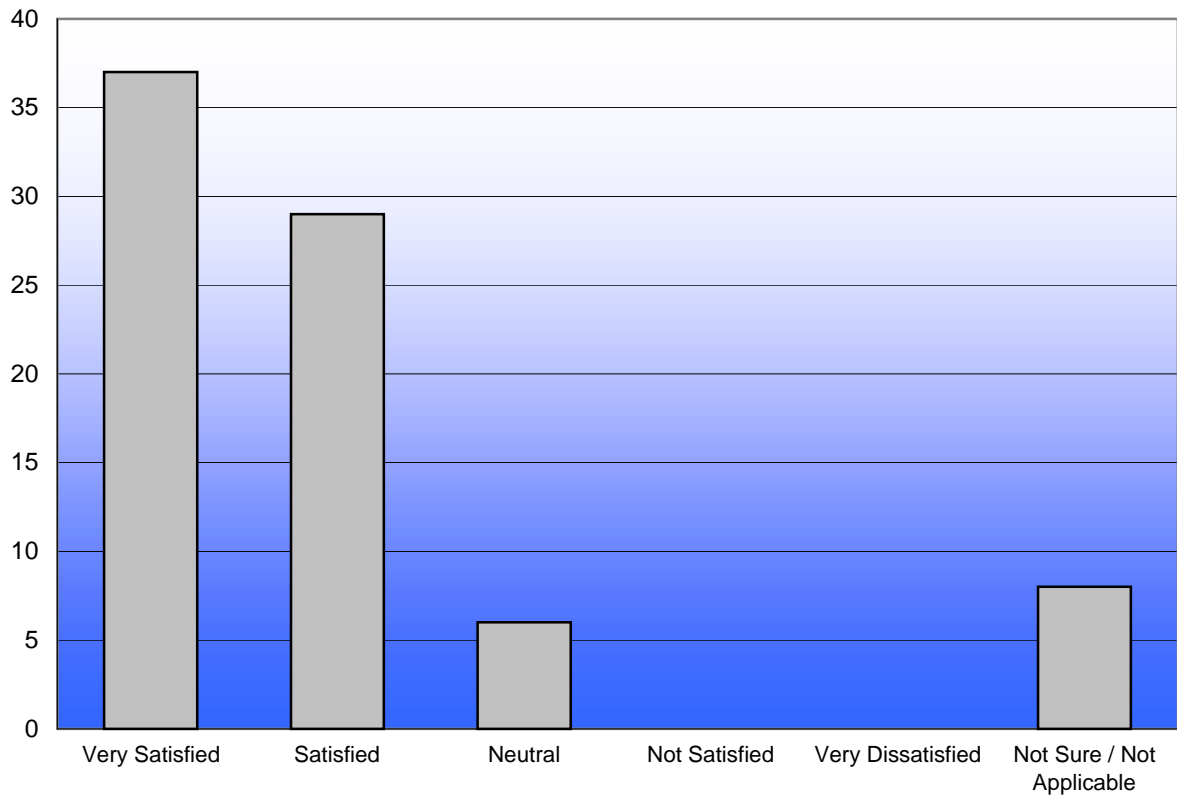
Statistical Calculations	
Mean	1.481
Standard Deviation	0.551
Variance	0.304
Mean Percentile	90.38%







**Q5 - How satisfied are you with the technical support you receive from ELECTRA-LOOM ?**

Frequency Analysis				
#	Answer	Frequency	Percentage	
1	Very Satisfied	37	46.25%	
2	Satisfied	29	36.25%	
3	Neutral	6	7.50%	
4	Not Satisfied	0	0.00%	
5	Very Dissatisfied	0	0.00%	
6	Not Sure / Not Applicable	8	10.00%	
<b>Total</b>		<b>80</b>	<b>100%</b>	

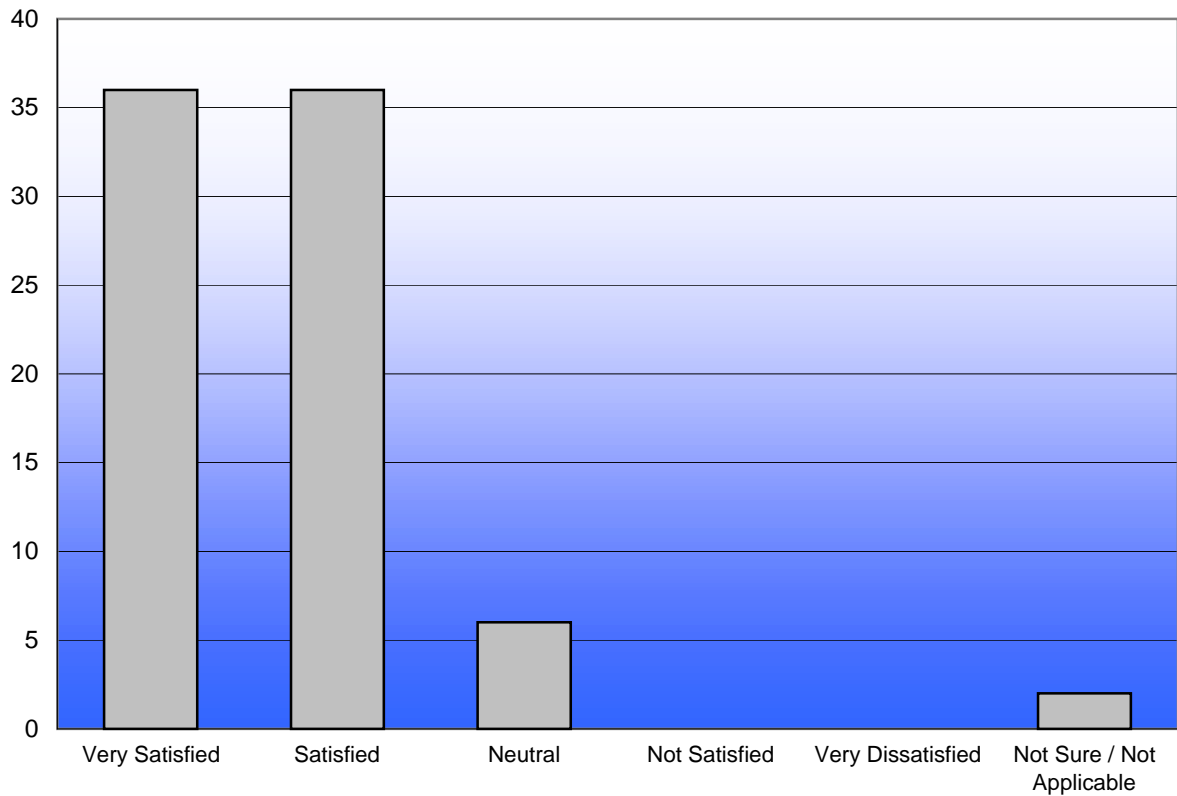
Statistical Calculations		
Mean		1.569
Standard Deviation		0.646
Variance		0.418
Mean Percentile		88.61%








**Q6 - How satisfied are you with ELECTRA-LOOM's on time delivery performance ?**

Frequency Analysis				
#	Answer	Frequency	Percentage	
1	Very Satisfied	36	45.00%	
2	Satisfied	36	45.00%	
3	Neutral	6	7.50%	
4	Not Satisfied	0	0.00%	
5	Very Dissatisfied	0	0.00%	
6	Not Sure / Not Applicable	2	2.50%	
<b>Total</b>		<b>80</b>	<b>100%</b>	

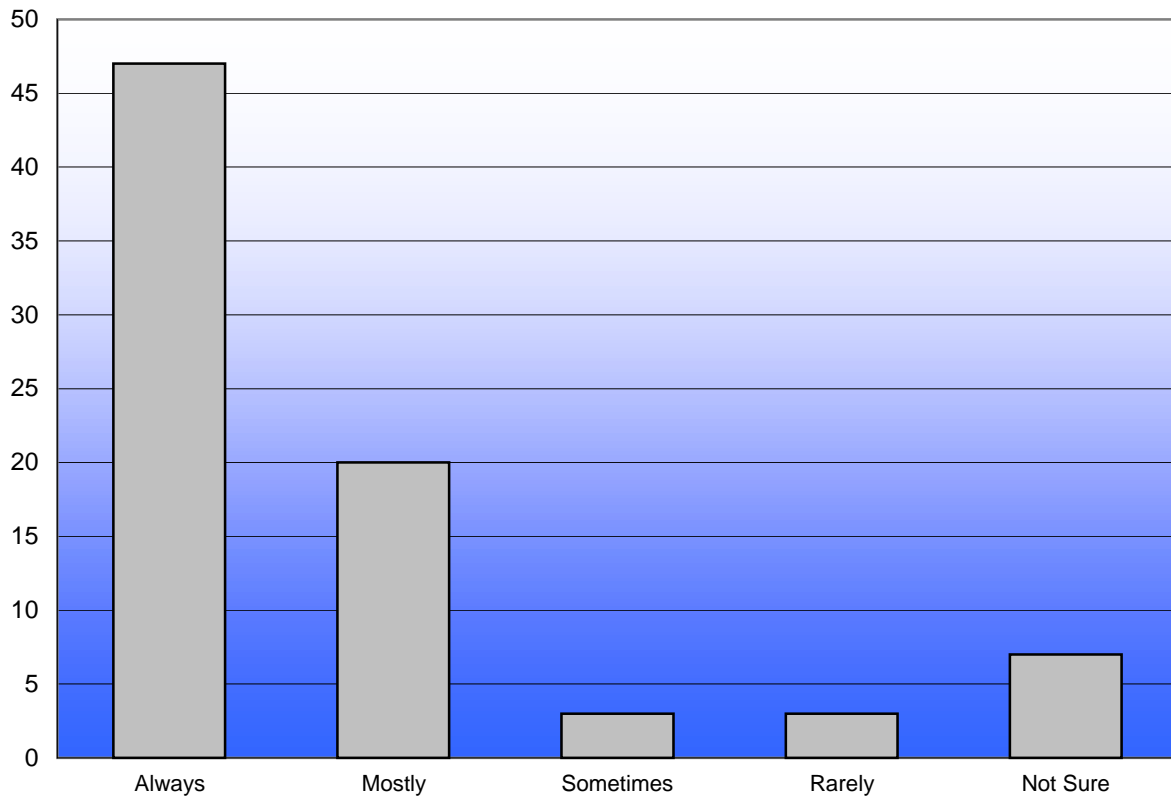
Statistical Calculations		
Mean		1.615
Standard Deviation		0.629
Variance		0.396
Mean Percentile		87.69%







**Q7 - Do you consider ELECTRA-LOOM pro-active in providing notice of delivery delays ?**

Frequency Analysis				
#	Answer	Frequency	Percentage	
1	Always	47	58.75%	
2	Mostly	20	25.00%	
3	Sometimes	3	3.75%	
4	Rarely	3	3.75%	
5	Not Sure	7	8.75%	
	<b>Total</b>	<b>80</b>	<b>100%</b>	

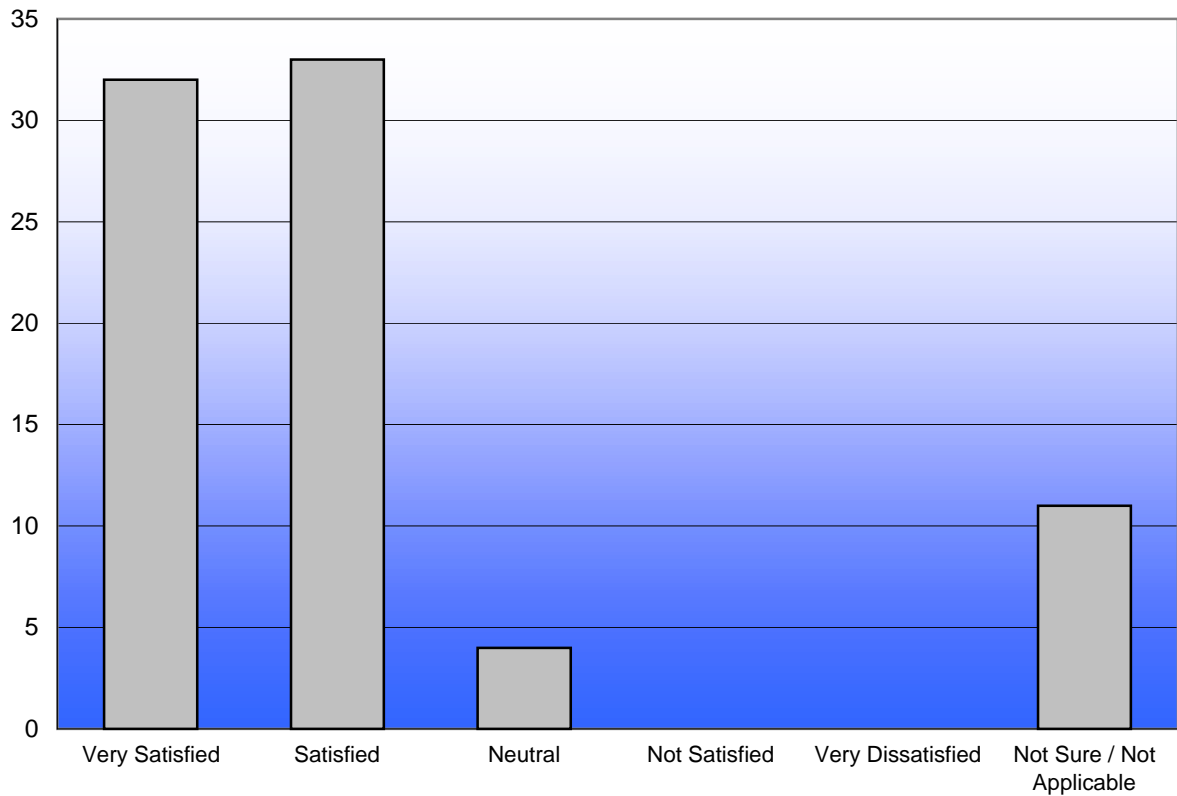
Statistical Calculations	
Mean	1.479
Standard Deviation	0.766
Variance	0.586
Mean Percentile	88.01%



**Q8 - How satisfied are you with the after sales support you receive from ELECTRA-LOOM ?**

Frequency Analysis				
#	Answer	Frequency	Percentage	
1	Very Satisfied	32	40.00%	
2	Satisfied	33	41.25%	
3	Neutral	4	5.00%	
4	Not Satisfied	0	0.00%	
5	Very Dissatisfied	0	0.00%	
6	Not Sure / Not Applicable	11	13.75%	
<b>Total</b>		<b>80</b>	<b>100%</b>	

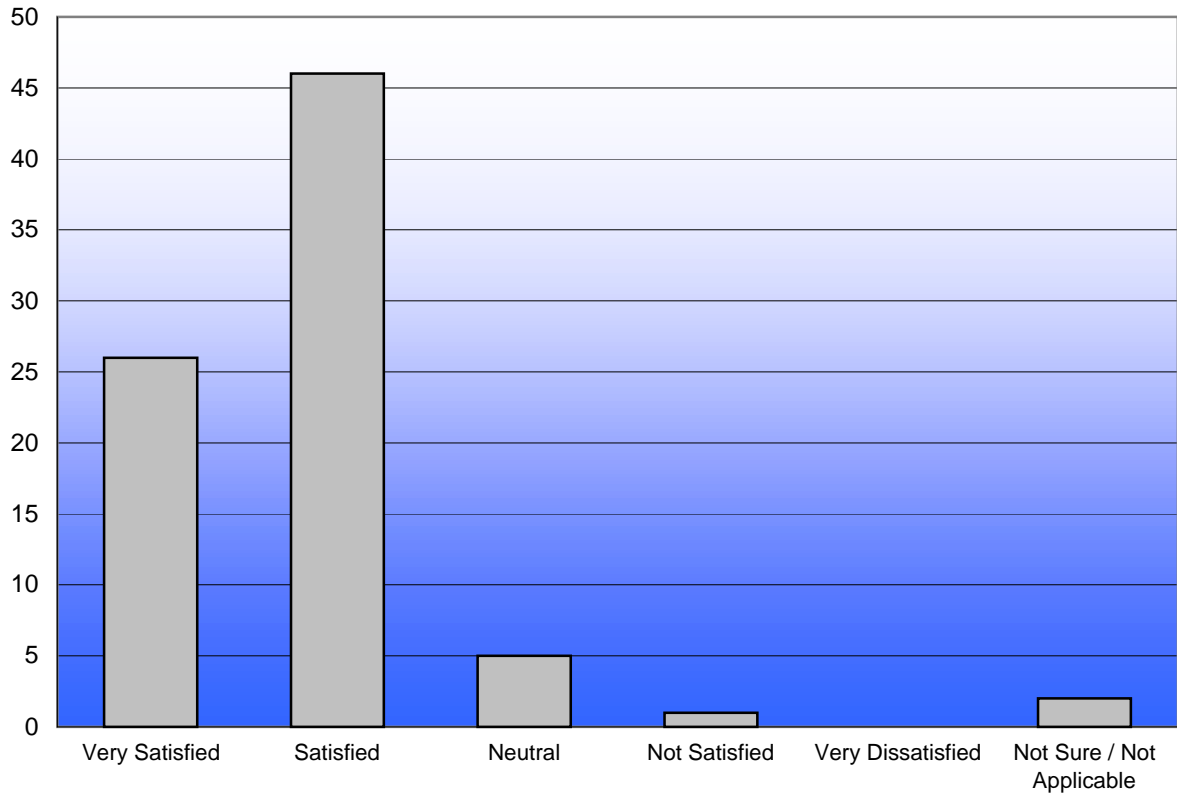
Statistical Calculations	
Mean	1.594
Standard Deviation	0.602
Variance	0.362
Mean Percentile	88.12%



**Q9 - How satisfied are you with the value you receive from ELECTRA-LOOM ?**

Frequency Analysis				
#	Answer	Frequency	Percentage	
1	Very Satisfied	26	32.50%	<div style="width: 32.5%; height: 10px; background-color: yellow;"></div>
2	Satisfied	46	57.50%	<div style="width: 57.5%; height: 10px; background-color: yellow;"></div>
3	Neutral	5	6.25%	<div style="width: 6.25%; height: 10px; background-color: yellow;"></div>
4	Not Satisfied	1	1.25%	<div style="width: 1.25%; height: 10px; background-color: yellow;"></div>
5	Very Dissatisfied	0	0.00%	
6	Not Sure / Not Applicable	2	2.50%	<div style="width: 2.5%; height: 10px; background-color: yellow;"></div>
<b>Total</b>		<b>80</b>	<b>100%</b>	

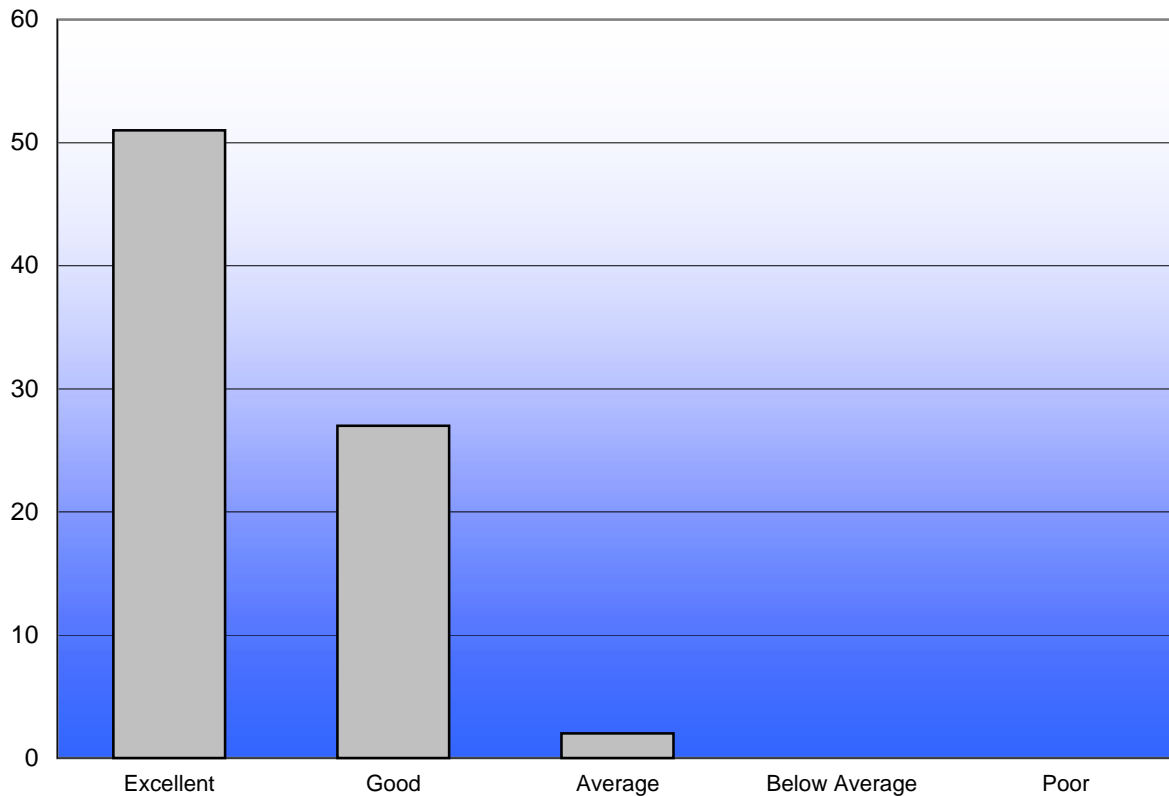
Statistical Calculations	
Mean	1.756
Standard Deviation	0.628
Variance	0.394
Mean Percentile	84.87%



**Q10 - Based on your most recent experience with ELECTRA-LOOM, please rate the quality of customer service you received**

Frequency Analysis				
#	Answer	Frequency	Percentage	
1	Excellent	51	63.75%	<div style="width: 63.75%; height: 15px; background-color: yellow;"></div>
2	Good	27	33.75%	<div style="width: 33.75%; height: 15px; background-color: yellow;"></div>
3	Average	2	2.50%	<div style="width: 2.50%; height: 15px; background-color: yellow;"></div>
4	Below Average	0	0.00%	
5	Poor	0	0.00%	
	<b>Total</b>	<b>80</b>	<b>100%</b>	

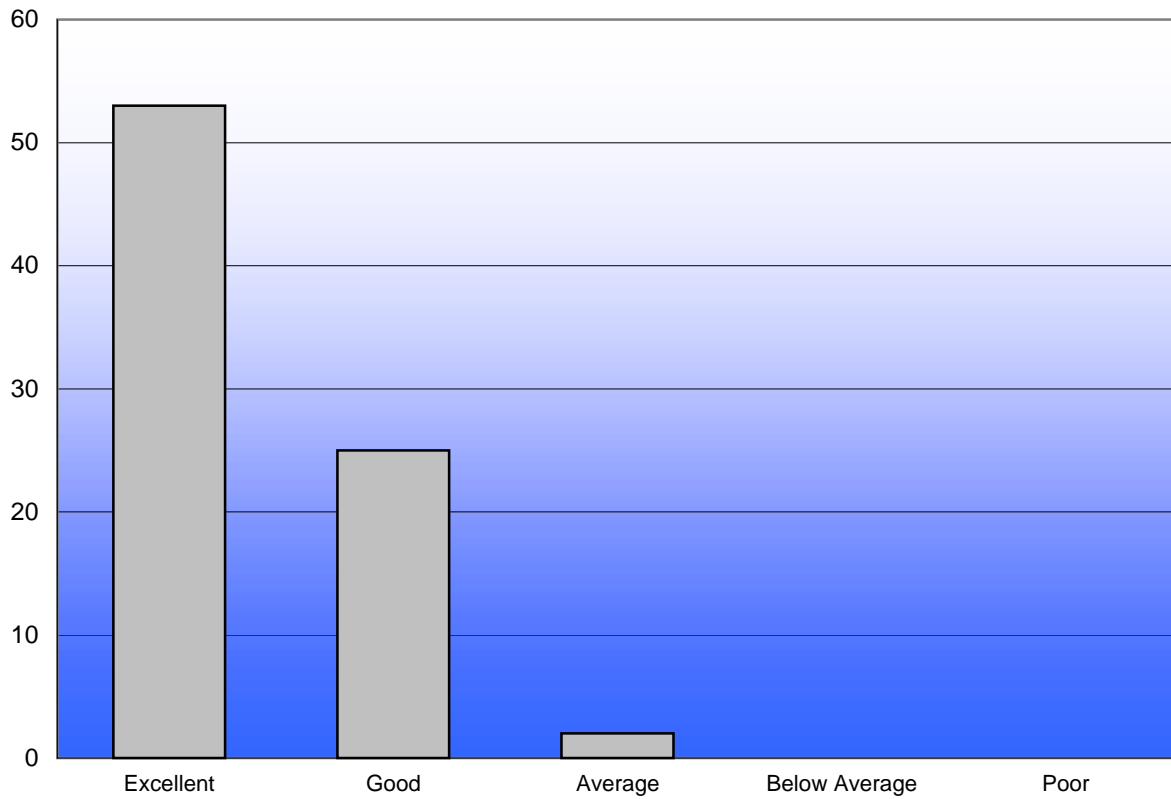
Statistical Calculations		
Mean		1.388
Standard Deviation		0.539
Variance		0.291
Mean Percentile		92.25%



**Q11 - Overall, how would you rate ELECTRA-LOOM as a supplier ?**

Frequency Analysis				
#	Answer	Frequency	Percentage	
1	Excellent	53	66.25%	<div style="width: 66.25%; height: 15px; background-color: yellow;"></div>
2	Good	25	31.25%	<div style="width: 31.25%; height: 15px; background-color: yellow;"></div>
3	Average	2	2.50%	<div style="width: 2.50%; height: 15px; background-color: yellow;"></div>
4	Below Average	0	0.00%	
5	Poor	0	0.00%	
<b>Total</b>		<b>80</b>	<b>100%</b>	

Statistical Calculations		
Mean		1.363
Standard Deviation		0.534
Variance		0.285
Mean Percentile		92.75%



**Q12 - Would you recommend ELECTRA-LOOM to your business associates and colleagues ?**

Frequency Analysis				
#	Answer	Frequency	Percentage	
1	Yes	79	98.75%	
2	No	1	1.25%	
3	Not Sure	0	0.00%	
	<b>Total</b>	<b>80</b>	<b>100%</b>	

Statistical Calculations			
Mean		1.013	
Standard Deviation		0.112	
Variance		0.013	
Mean Percentile		99.38%	

