



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 accessible 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 accuracy is acceptable (order entry, order pulling, invoicing, etc.)					
10	My overall impression of NSPA is high					
11	Is there anything that you feel NSPA needs to improve on in the short and/or long term?					
12	Are there additional value-added services that you would like NSPA to perform?					
13	General Feedback:					
14	Would you like someone from NSPA's management team to contact you about this survey?	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.