



Dear Customer,

We would like to thank for your trust in Bystronic glass. Because we believe in ongoing improvement and providing you with even better support in the future, your opinion is important to us.

Please take a moment to fill out the questionnaire below and send it to our Customer Service:
 Fax +41 (0)62 958 77 00, e-mail support.glass@bystronic-glass.com or give it directly to one of our staff.

Thank you very much!
 Your Bystronic glass Team

Customer: _____

Location: _____

Architectural glass machine/system

- Portal loader / Storage system
- Cutting
- Edge processing
- Insulating glass manufacturing
- Laminated glass manufacturing
- Handling equipment
- Software
- Services

Automotive glass machine/system

- Primitive cut
- Cutting/Breaking
- Grinding
- Drilling
- Software
- Services

Date: _____

Name: _____



1=inadequate, 2=partially inadequate, 3=adequate, 4=more than adequate, 5=excellent

Sales and Consultation

- | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Have you received competent consultation and have we adequately addressed your inquiries? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have our proposed solutions and quotations met your requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How do you rate our price and service offer? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Completion of Order

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Are you satisfied with our product package? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How do you rate the installation procedure and commissioning? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How do you rate your introduction to the system and the documentation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Service and Support

- | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| How do you rate our support services (support offer)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How do you rate the efficiency and response time of our Customer Service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you satisfied with the availability of the machine/system? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Bystronic Glass and its Products

- | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Do our products meet your expectations? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Would you recommend us to others? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

See the reverse side for remarks and suggestions

Which Bystronic products would you like to have more information about?

- LSG manufacturing
 Handling equipment
 IG production
 Loading, cutting, sorting
 Automotive glass

Remarks: _____

