**合肥通用机械研究院有限公司**

**顾客满意度调查表（产品）**

**JL/TY9.1-002-I/0**  No：

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **顾客单位** | | |  | | | | | | | | | | |
| **通讯地址** | | |  | | | | | **邮 编** | | |  | | |
| **联 系 人** | | |  | | **电 话** | |  | | | | **传 真** | |  |
| **产品名称** | | |  | | | | | **型号规格** | | |  | | |
| **经办部门** | | |  | | | | | **经 办 人** | | |  | | |
| **调查内容与评分情况（**请顾客不要填写分数**）** | | | | | | | | | | | | | |
| **满意程度**  **调查内容** | | | | **很满意** | | **满意** | | | **较满意** | **一般** | | **不满意** | |
| **质量** | | **1．产品性能** | |  | |  | | |  |  | |  | |
| **2．产品外观** | |  | |  | | |  |  | |  | |
| **3．产品包装** | |  | |  | | |  |  | |  | |
| **服务** | | **1．技术** | |  | |  | | |  |  | |  | |
| **2．及时性** | |  | |  | | |  |  | |  | |
| **3．态度** | |  | |  | | |  |  | |  | |
| **交货（付）期** | | | |  | |  | | |  |  | |  | |
| **与顾客沟通** | | | |  | |  | | |  |  | |  | |
| **合 计** | | | | **分** | | | | | | | | | |
| **顾**  **客**  **意**  **见**  **或**  **改**  **进**  **建**  **议** | **顾客签名：**  **（单位印章）**    **年 月 日** | | | | | | | | | | | | |

说明：⑴请顾客单位填表时在栏目中打“√”。如果某项没有填写内容，视为满意。⑵希望留下您的宝贵意见或改进建议，并请签名后最好加盖单位印章寄回我院。⑶该表请寄至合肥市长江西路**888**号，合肥通用机械研究院有限公司科研与质量管理部（军工与保密办公室）（邮编：**230031**，电话/传真：**0551-65335642，65335677**）。

**合肥通用机械研究院有限公司**

**顾客满意度调查表（工程）**

**JL/TY9.1-003-I/0** No：

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **顾客单位** | | |  | | | | | | | | | | |
| **通讯地址** | | |  | | | | | **邮 编** | | |  | | |
| **联 系 人** | | |  | | **电 话** | |  | | | | **传 真** | |  |
| **项目名称** | | |  | | | | | **工程类型** | | |  | | |
| **经办部门** | | |  | | | | | **经 办 人** | | |  | | |
| **调查内容与评分情况（**请顾客不要填写分数**）** | | | | | | | | | | | | | |
| **满意程度**  **调查内容** | | | | **很满意** | | **满意** | | | **较满意** | **一般** | | **不满意** | |
| **质量** | | **1．设计质量** | |  | |  | | |  |  | |  | |
| **2．施工质量** | |  | |  | | |  |  | |  | |
| **3．文明施工** | |  | |  | | |  |  | |  | |
| **服务** | | **1．有效性** | |  | |  | | |  |  | |  | |
| **2．及时性** | |  | |  | | |  |  | |  | |
| **3．态度** | |  | |  | | |  |  | |  | |
| **施工进度控制** | | | |  | |  | | |  |  | |  | |
| **与顾客沟通** | | | |  | |  | | |  |  | |  | |
| **合 计** | | | | **分** | | | | | | | | | |
| **顾**  **客**  **意**  **见**  **或**  **改**  **进**  **建**  **议** | **顾客签名：**  **（单位印章）**  **年 月 日** | | | | | | | | | | | | |

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**合肥通用机械研究院有限公司**

**顾客满意度调查表（技术服务）**

**JL/TY9.1-004-I/0** No：

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **顾客单位** | | |  | | | | | | | | | | |
| **通讯地址** | | |  | | | | | **邮 编** | | |  | | |
| **联 系 人** | | |  | | **电 话** | |  | | | | **传 真** | |  |
| **项目名称** | | |  | | | | | **技术类型** | | |  | | |
| **经办部门** | | |  | | | | | **经 办 人** | | |  | | |
| **调查内容与评分情况（**请顾客不要填写分数**）** | | | | | | | | | | | | | |
| **满意程度**  **调查内容** | | | | **很满意** | | **满意** | | | **较满意** | **一般** | | **不满意** | |
| **质量** | **1．设计合理性和可维修性** | | |  | |  | | |  |  | |  | |
| **2．先进技术应用的可靠性** | | |  | |  | | |  |  | |  | |
| **3．技术资料准确性和完整性** | | |  | |  | | |  |  | |  | |
| **服务** | **1．技术** | | |  | |  | | |  |  | |  | |
| **2．及时性** | | |  | |  | | |  |  | |  | |
| **3．态度** | | |  | |  | | |  |  | |  | |
| **技术文件交付期** | | | |  | |  | | |  |  | |  | |
| **与顾客沟通** | | | |  | |  | | |  |  | |  | |
| **合 计** | | | | **分** | | | | | | | | | |
| **顾**  **客**  **意**  **见**  **或**  **改**  **进**  **建**  **议** | | **顾客签名：**  **（单位印章）**  **年 月 日** | | | | | | | | | | | |

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