

Customer Evaluation

Customer Overall Satisfaction with Company

In INKAS® Security Services Ltd., we would like to know what you think of our work. Please complete this short survey to provide us with feedback.

1/13

What is your overall satisfaction with INKAS® Security services?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

If you are dissatisfied, why?

2/13

How often do you use INKAS® Security services?

- Daily
- Twice a week
- Three times a week
- About once a week
- About once a month

3/13

How long have you been using INKAS® Security services?

- Less than 1 month
- 1 to 6 months
- 6 months to 1 year
- 1 to 3 years
- More than 3 years

4/13

How satisfied are you with INKAS® Security services in the following areas:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Value for price					
Quality of service					
Service experience					
Ability to meet needs					
Design and appearance					

5/13

How satisfied are you with your relationships with INKAS® Security Services Ltd. in the following:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Overall flexibility					
Flexibility of terms and/or conditions					
Flexibility of service and/or affiliate support					
After-sale support					
Sales representatives and support					

6/13

Compared to the alternative products and services available on the market, how do you estimate INKAS® Security products and services?

- Much better
- Somewhat better
- About the same
- Worse
- Much worse
- Don't know

7/13

Based on your recent experience, will you continue purchasing products or services from INKAS® Security in future?

- Definitely
- Probably
- Probably not
- Definitely not
- Not sure

If no, why not?

8/13

Would you purchase additional or related products or services from INKAS® Security?

- Definitely
- Probably
- Probably not
- Definitely not
- Not sure

9/13

Would you recommend INKAS® Security products or services to your friend or affiliate?

- Definitely
- Probably
- Probably not
- Definitely not
- Not sure

10/13

Did you experience any problems using INKAS® Security products or services?

- Yes, quite often
- Yes, but rarely
- No, never.
- Don't remember

If you did, what kind of problems?

11/13

What should we undertake to increase your level of satisfaction with INKAS® Security Services Ltd.?

12/13

If you have any additional comments or wishes in regard to INKAS® Security products or services, please share them:

13/13

Please submit your contact information if you have any additional questions and would like us to contact you.

Thank you for your most valued opinion, we hope it would assist us in our never-ending effort to improve our products and services.