

The Parkside Group strive to be the best in class when it comes to our customer service, but we recognise that there are always ways we can improve. As a valued customer of TPG we are seeking your feedback on all aspects of our systems and services.

We recognise that you are busy and want to ensure that this process is as quick and simple for you as possible. The questionnaire has been designed to take no more than 15-20 minutes of your time and can be emailed back to marketing@parksidegroup.co.uk.

 We really do value your time and honesty and would like to thank you in advance for completing the survey, and we look forward to sharing our findings and resulting action plan with you.

If you have any questions about the survey please don't hesitate to contact me.

Thank you in advance,



Rachel Appleyard

Head of Marketing & Product Management

  **Customer Satisfaction Survey 2022**

1. **Contact details**

Name:

Company name:

Job Title:

1. **Purchase history**
	1. Which of the following TPG brands do you purchase?

 Comar [ ]  Axim [ ]  Duco [ ]  Alu Timber [ ]

1. **Customer Service & Logistics**
	1. Are you happy that your orders are acknowledged & delivered as requested?

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

* 1. How happy are you with the information & support you receive from our customer service team?

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

* 1. How easy is it for you to speak to our customer service team?

Very easy [ ]  Easy [ ]  Quite difficult [ ]

Difficult [ ]  N/A [ ]

* 1. How happy are you with the timeliness and ease of our deliveries?

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

Please provide any additional feedback or suggestions for improvement:

1. **External Sales**
	1. Do you know who your Area Sales Manager is and how to contact them?

Yes [ ]  No [ ]

* 1. Are you happy with the frequency of visits from your Area Sales Manager?

Yes [ ]  No [ ]

* 1. Does your Area Sales Manager provide answer to queries in a timely manner?

Yes [ ]  No [ ]

Please provide any additional feedback or suggestions for improvement:

1. **Marketing & Innovation**
	1. How happy are you with the communication from TPG with regards to new products & technical updates?

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

* 1. How happy are you with the quality & content of our website & literature?

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

* 1. How happy are you with the portfolio of systems from TPG ?

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

* 1. How happy are you that the TPG products & systems provide solutions that enable you to meet required specifications?

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

* 1. TPG is a company that continually innovates to provide you with solutions that meet or exceed the current building regulations?

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

Please provide any additional feedback or suggestions for improvement:

7.

1. **Finance**
	1. **In the event of any finance/pricing queries, do you know where to direct your enquiry?**

Yes [ ]  No [ ]

* 1. **In the event of any finance/pricing queries, are you happy with the way they are resolved?**

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

Please provide any additional feedback or suggestions for improvement:

7.

1. **Technical**
	1. **Are you happy with the range of services that our technical department offer?**

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

* 1. **Are you happy with the lead time on our technical services?**

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

* 1. **Our Genesis estimating software provides you with what you need to specify Comar systems?**

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

Please provide any additional feedback or suggestions for improvement:

7.

1. **Have you had any environmental, responsible sourcing or health & safety concerns with our products?**

Yes [ ]  No [ ]

If you answered yes to Q9, please provide details below:

7.

1. **Overall Quality**
	1. How do you rate the overall quality of received products from TPG?

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

* 1. If you dual source, how would you rate your overall experience of your alternative system supplier?

Outstanding [ ]  Exceeds Requirements [ ]  Meets Requirements [ ]

Shows weakness [ ]  Unacceptable [ ]

Please state which other system supplier(s) you source from and why you have given the above rating:

7.

* 1. Based on the quality of the products you have received; how likely would you be to recommend TPG to others? (please circle)

 1 2 3 4 5 6 7 8 9 10

If you have any additional comments regarding our products or services, please provide them below:

7.

**Thank you for participating in the survey, your honest feedback is greatly appreciated.**