Shape

Description automatically generated with low confidence

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](mailto: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,

A pair of glasses

Description automatically generated with medium confidence

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.**