

Your opinion is important !

1. **Are you satisfied with the quality of ASM products ?**
 yes - always mostly sometimes never

2. **Does ASM meet the confirmed delivery dates ?**
 yes - always mostly occasionally never

3. **Are you satisfied with the after sales support ?**
 yes mostly sometimes never

4. **Are you satisfied with the support of ASM field sales engineers ?**
 yes - always mostly rarely never

5. **Are you satisfied with the support of ASM inhouse product engineers ?**
 yes - always mostly rarely never

6. **Are you able to receive a quick response from the contact person at ASM ?**
 yes - always mostly sometimes never

7. **Do you receive shipments completely and in good condition ?**
 yes mostly partially never

8. **Do catalogues and handbooks contain sufficient and qualified information ?**
 yes - excellent yes - mostly usable not useable

9. **Your rating for ASM compared with other companies and similar products ?**
 much better little better equal poor

10. **Would you recommend ASM ?**
 yes - unlimited sometimes rather not never

Suggestions, requests and recommendations:

Company: _____ Name: _____

Address: _____

Tel. No: _____ Phone call requested yes

Please fax the completed questionnaire to ASM QM -Team ++49 +8123 986 520 !

Thank you for taking your time !