	<b>TITOLO:</b>  <b>CUSTOMER SATISFACTION</b>	<b>date</b> <b>18/05/2012</b>	<b>code</b> <b>mQ014/4</b>
		<b>comp.</b> <i>Massimiliano Cadini</i>	<b>Revision</b> <b>R4</b>
<b>Quality</b>		<b>appr.</b> <i>Massimiliano Cadini</i>	<b>sheet. 1/2</b>

Lainate

Dear Customer.

Constructive feedback is important to Corrada to understand how we perform in the eyes of our Customers, and to enable us to improve our service.

May we ask you therefore to complete the attached survey and add any comments you feel pertinent.

We act upon the results and trust you will experience the benefit in your future dealings with Corrada.


Thank you for your time and kind attention.

Yours Sincerely,

**CORRADA S.p.A.**



Massimiliano Cadini  
General Manager

	<b>TITOLO:</b> <b>CUSTOMER SATISFACTION</b>	<b>date</b> <b>18/05/2012</b>	<b>code</b> <b>mQ014/4</b>
		<b>comp.</b> <i>Anna Mella</i>	<b>Revision</b> <b>R4</b>
<b>Quality</b>		<b>appr.</b> <i>Marlene Cal-</i>	<b>sheet. 2/2</b>

<b>Customer Satisfaction</b>		<b>Relative importance</b>
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		Very satisfied	Satisfied	Not very satisfied	Determinant	Important	Not very important
1.	How do you judge your contact people at CORRADA						
	1.1 Availability						
	1.2 Collaboration to the technical development of the project						
	1.3 Speed of reaction						
	1.4 Pertinence and validity of the answers						
2.	How do you judge Corrada activities						
	2.1 Commercial Service						
	2.2 Technical Service						
	2.3 Production Service						
	2.4 Logistics Service						
	2.5 Administration Service						
	2.6 Quality Service						
3.	Quality level assigned to the product delivered by CORRADA (perceived quality)						
	3.1 General quality						
	3.2 Compliance of supplied product to the order						
	3.3 Reliability of supplied product						
	3.4 Maintainability and reparability of supplied product						
	3.5 Performance/price ratio as per your expectation						
4.	How do you judge the commercial service						
	4.1 On time delivery						
	4.2 Packaging						
	4.3 Shipment						
	4.4 Administrative documents (bill of lading, invoice...)						
5.	How do you judge the partnership level between your Company and CORRADA						
	5.1 Existing projects (try-out, after sale service,...)						
	5.2 New projects						
	5.3 Collaboration for personnel training						
	5.4 Problem solving level						
	5.5 Innovation level						

Notes / Comments:

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Company: \_\_\_\_\_

Compiler: \_\_\_\_\_ Role: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Your data will be treated in accordance with [Legislative Decree 196/03](#) and will not be supplied to third parties