附件3

中科院合肥研究院

顾客满意度调查表

HY/JL D-8.2-01 编号：

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 顾客名称 | |  | | | | | | | | | 电话 | | | |  | | |
| 地址 | |  | | | | | | | | | 邮编 | | | |  | | |
| 所购产品  型号规格 | |  | | | | | | | | | 购买日期 | | | |  | | |
| 填表人 | |  | | | | 日期 | |  | | | | | 单位盖章 | | | | |
| 满意度调查 | | | | | | | | | | | | | | | | | |
| 序号 | 评估项目 | | | 满意  （90－100） | 较满意  （80－90） | | 一般  （70－80） | | | 不太满意  （60－70） | | | | 不满意  （60以下） | | 权重 | 备注 |
| **得分** | | | | | | | | | | | |
| 1 | 产品质量 | | |  | | | | | | | | | | | | 0.4 |  |
| 2 | 交付及时性 | | |  | | | | | | | | | | | | 0.2 |  |
| 3 | 售后服务 | | |  | | | | | | | | | | | | 0.2 |  |
| 4 | 价格 | | |  | | | | | | | | | | | | 0.1 |  |
| 5 | 其他  （包装、外观等） | | |  | | | | | | | | | | | | 0.1 |  |
| 使用情况调查 | | | | | | | | | | | | | | | | | |
| 使用情况 | | |  | | | | | | | | | | | | | | |
| 故障现象 | | |  | | | | | | | | | | | | | | |
| 意见  建议 | | |  | | | | | | | | | | | | | | |
| 收集人 | | |  | | | | | | 日期 | | |  | | | | | |

注：请您收到表填好加盖公章后，两周内寄（传）回我单位。

地址：合肥市蜀山湖路350号邮编：230031 电话：（0551）65592001 传真：（0551）65591270