

IMBIL GROUP COMPANIES:



**Dear Customer,**

The biggest concern of IMBIL Group is to offer you the best Customer Service, Product, Associated Services and Technical Support. For us, it is very important to know your opinion about the IMBIL brand quality and because of your opinion IMBIL Group will be able to improve continually its quality. You can participate and contribute by filling out this External Customer Satisfaction Survey Form.

**IMBIL GROUP thanks for your help.**

CUSTOMER INFORMATION						
COMPANY NAME: ---		CNPJ #: 000.000.000/000-00				
ADDRESS: ---		CITY: ---	STATE: ---			
CONTACT: Mr.(Mrs.) ---		DEPARTMENT: ---				
PHONE: (xx) xxxxx-xxxx	CELL PHONE: (xx) xxxxx-xxxx	e-MAIL: ---				
EQUIPMENT OR ITEM INFORMATION						
EQUIPMENT OR ITEM CODE: ---			INVOICE #: ---			
EQUIPMENT OR ITEM DESCRIPTION: ---						
MANUFACTURER: IMBIL	IMBIL'S SALES ORDER #: ---	CUSTOMER'S PURCHASE ORDER: ---	SERIE #: ---			
TAG: ---	MANUFACTURE DATE: / /		REPAIR DATE: / /			
PURCHASED FROM: <input type="checkbox"/> IMBIL <input type="checkbox"/> AUTHORIZED DISTRIBUTOR (---) <input type="checkbox"/> SALES REPRESENTATIVE (---)						
<b>REGION</b> <input type="checkbox"/> North <input type="checkbox"/> Northeast <input type="checkbox"/> South <input type="checkbox"/> Southeast <input type="checkbox"/> West Central <b>BRAZIL</b>		<b>APPLICATION</b> <input type="checkbox"/> Sugar and Ethanol Industry <input type="checkbox"/> Distilleries <input type="checkbox"/> Mining / Steel Industry <input type="checkbox"/> Sanitation <input type="checkbox"/> Pulp and Paper <input type="checkbox"/> Irrigation <input type="checkbox"/> Valve <input type="checkbox"/> Air Conditioning <input type="checkbox"/> Chemical / Petrochemical / Naval <input type="checkbox"/> Food Industry / Textile <input type="checkbox"/> Steam Generation / Cogeneration <input type="checkbox"/> Fire Fighting <input type="checkbox"/> Other (---)				
EVALUATION		Completely Satisfied	Very Satisfied	Satisfied	Dissatisfied	Completely Dissatisfied
1. CUSTOMER SERVICES QUALITY ✓ Facility for contact, agility and efficiency in providing the information requested.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. COMMERCIAL CONDITIONS ✓ Comply with your expectations regarding to commercial conditions.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. DELIVERY TIME ✓ Comply with your expectations regarding to delivery time.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. TECHNICAL INFORMATION ✓ Comply with your expectations regarding to technical information provided with the product.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. DELIVERY QUALITY ✓ Comply with your expectations regarding to product delivery conditions (Visual and packaging aspects. Product and Customer requirements).		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. OPERATION QUALITY ✓ Comply with your expectations regarding to operation conditions agreed.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. POST SALES ✓ Efficiency on services provided.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you have any suggestion on how to increase the customer satisfaction regarding to IMBIL's Products or Services? ---						

**CONTACT US (55++)**

Department	Phone	e-Mail	Department	Phone	e-Mail
Sales	(19) 3843-9848 (19) 99859-2755	ivendas@imbil.com.br	Customer Service	(19) 3843-9830 (19) 99867-6144	assistenciatecnica@imbil.com.br
Sales Engineering	(19) 99853-4501	engenhariadeaplicacao@imbil.com.br	Logistics / Delivery	(19) 3843-9711	ilogistica@imbil.com.br
Quality	(19) 3843-9872	igualdade@imbil.com.br	Other Contacts	www.imbil.com.br → Contato	