

## Crexal Analytics Pvt. Ltd. Feedback Form

**Instructions:** Following is an example of the scaling system.

**EXCEEDS EXPECTATION**-----**UNACCEPTABLE**

10	9	8	7	6	5	4	3	2	1	N/A
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**Note:** Please put N/A for any questions that you don't have enough experience to comment on.

<b>Buying Process</b>	<b>Remark</b>
Sales Staff Professionalism:	
Ability to Understand Your Challenges:	
Expertise of Sales Staff:	
Turnaround Time for Delivery:	
Quality & Clearness of Marketing Collateral:	

<b>Products/Services</b>	<b>Remark</b>
Value for Money:	
How would you rate the overall Quality of our Product/Service?	
Overall, how would you Rate the Strategic Focus of our Business?	
How would you Rank our Business in terms of Innovation & Market Leadership?	
How effective are we at reacting and solving your issues?	
What level of courtesy do you receive from our CRM team?	
Compared to your other suppliers, how would you rank our ability to serve you?	

<b>Brand Preference</b>	<b>Comments</b>
How likely are you to refer colleagues to our business?	
What recommendations could you make to help us serve you better?	
Briefly describe how could we add more value to your organization?	
What features could we add or enhance to improve our product/service?	