

# Marubeni Citizen-Cincom Inc.

40 Boroline Road, Allendale, NJ 07401 • 201-818-0100 • Fax: 201-818-1877

## Customer Service Survey

At Marubeni Citizen-CINCOM we are constantly striving to provide the very best service in the industry. As part of our effort, we would like to know how well we and our distributors are doing in minimizing machine down time & improving your productivity. We ask that you please rate us so that we may strive even harder to meet or exceed your expectations.

To be completed by the person responsible for machine maintenance. Please circle your answers (1=unacceptable and 5=Excellent). Please leave blank if question does not apply or if you are unsure.

### 1. How would you rate the service of your CINCOM Dealer?

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| a. Please rate the availability of someone to speak with when you have a question. | 1 | 2 | 3 | 4 | 5 |
| b. How would you rate the technical knowledge of your dealer?                      | 1 | 2 | 3 | 4 | 5 |
| c. Does your dealer provide service in a timely manner?                            | 1 | 2 | 3 | 4 | 5 |
| d. Overall how would you rate your dealers support?                                | 1 | 2 | 3 | 4 | 5 |
| e. What is the name of your Dealer? _____  |   |   |   |   |   |

### 2. How would you rate the service of Marubeni Citizen-CINCOM?

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| a. Please rate the availability of someone to speak with when you have a question. | 1 | 2 | 3 | 4 | 5 |
| b. How would you rate the technical knowledge of phone support Engineers?          | 1 | 2 | 3 | 4 | 5 |
| c. Does Marubeni Citizen provide service in a timely manner?                       | 1 | 2 | 3 | 4 | 5 |
| d. Overall how would you rate the support Marubeni Citizen provides?               | 1 | 2 | 3 | 4 | 5 |

### 3. How would you rate the Parts Department of Marubeni Citizen-CINCOM?

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| a. How courteous were we in filling your order?                        | 1 | 2 | 3 | 4 | 5 |
| b. Did you receive the correct parts?                                  | 1 | 2 | 3 | 4 | 5 |
| c. Did you receive parts in the time promised by the parts department? | 1 | 2 | 3 | 4 | 5 |
| d. Were parts packed properly?   | 1 | 2 | 3 | 4 | 5 |
| e. Overall how would you rate Marubeni Citizen's Parts Department?     | 1 | 2 | 3 | 4 | 5 |

### 4. How would you rate the support from the control manufacturer?

- |   | FANUC |   |   |   |   | Mitsubishi |   |   |   |   |
|---|-------|---|---|---|---|------------|---|---|---|---|
| a. How would you rate the technical knowledge of phone support Engineers? | 1     | 2 | 3 | 4 | 5 | 1          | 2 | 3 | 4 | 5 |
| b. Does the control manufacturer provide service in a timely manner?      | 1     | 2 | 3 | 4 | 5 | 1          | 2 | 3 | 4 | 5 |
| c. Overall how would you rate the control manufacturers' support?         | 1     | 2 | 3 | 4 | 5 | 1          | 2 | 3 | 4 | 5 |

**5. So that our records are up to date, please provide your address and contact information:**

Name: \_\_\_\_\_

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

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Location of CINCOM if different from above:

\_\_\_\_\_

\_\_\_\_\_

**6. Please provide us with any comments or suggestions you feel important. Feel free to use an additional sheet.**

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*Thank you for your time and effort.  
Please mail your completed survey to  
Marubeni Citizen-Cincom, Attn: Service Survey at the address below.*

**Marubeni Citizen-Cincom Inc.**

40 Boroline Road, Suite 6, Allendale, NJ 07401