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|  | MIB ITALIANA S.P.A. CASALSERUGO – Padova - Italy Via G. Garibaldi, 6 - 35020 Casalsserugo – Padova – Italia | <h1 style="margin: 0;">CUSTOMER SATISFACTION FORM</h1> |
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| Subject | | EVALUATION: 1 Min satisfaction 4 Max satisfaction | | | | |
|----------------|--|--|---|---|---|------|
| A | PRODUCT RANGE | 1 | 2 | 3 | 4 | N.A. |
| B | TECHNICAL DOCUMENTATION | 1 | 2 | 3 | 4 | N.A. |
| C | COMMERCIAL SUPPORT | 1 | 2 | 3 | 4 | N.A. |
| D | TECHNICAL SUPPORT | 1 | 2 | 3 | 4 | N.A. |
| E | CONFIRMED LEAD TIME ACCURACY | 1 | 2 | 3 | 4 | N.A. |
| F | SHIPMENT ACCURACY | 1 | 2 | 3 | 4 | N.A. |
| G | PRODUCT EFFICIENCY/PERFORMANCE/QUALITY | 1 | 2 | 3 | 4 | N.A. |
| H | CLAIM MANAGEMENT | 1 | 2 | 3 | 4 | N.A. |

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|----------|--|----------|----------|----------|----------|
| i | OVERALL EVALUATION OF MIB ITALIANA S.P.A. | 1 | 2 | 3 | 4 |
|----------|--|----------|----------|----------|----------|

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| SUGGESTIONS |
| <ul style="list-style-type: none"> • <i>Is there any specific product you would like MIB ITALIANA to develop?</i> <p>-----</p> <p>-----</p> <p>-----</p> |
| <ul style="list-style-type: none"> • <i>Aspects of the product/service to improve:</i> <p>-----</p> <p>-----</p> <p>-----</p> |
| OTHERS |
| <p>-----</p> <p>-----</p> <p>-----</p> |

| | | |
|--|-----------------|---|
| Contact person / position (sign): <hr/> Date: | Client (stamp): | <input type="checkbox"/> RETAILER <input type="checkbox"/> END USERS <input type="checkbox"/> OTHER _____ |
|--|-----------------|---|

• We kindly ask you to return this form drawn up at qualita@mibitaliana.it



Checked off _____ QUALITY ASSURANCE _____