



Customer Satisfaction Survey 2015

Dear Customer

Customer Satisfaction is very important to Australian Clutch Services.

We genuinely value your feedback. This survey and your answers are an important component in our effort to deliver the best service to you. As a quality assured company, ACS has a strong desire to ensure continuous improvement of products, services and related internal processes.

This survey contains questions regarding product and service related experiences. It is not product specific. It will take 10 minutes of your time and is divided into 4 different sections.

How to submit this completed form.

Option 1. Print and fax back to: 08 8300 5050

Option 2. Fill in online: <http://www.australianclutch.com.au/news/survey-form>

Option 3. Fill in and email back to: survey@australianclutch.com.au

The first 20 businesses to return a completed survey form will win a Bottle of Adelaide Hills Riesling or Cabernet Sauvignon. Be sure to put your Business Name in the **comments** field if you wish to be eligible for our Wine Prize.

Thank you very much in advance for your feedback.



Product availability, support, quality

How important are the following issues for you and how satisfied are you with the ACS Sub-Brands of ClutchPro, Xtreme Clutch, Xtreme Outback, AgClutch, Classic Clutch, regarding:

The available range of ACS products for vehicles in your market?

How up-to-date the existing vehicle applications are?

The available range of associated parts (bearings, dowels...)?

The ease of use of the online catalogue?

The availability and range of technical service information?

How helpful / effective the product information provided is?

The quality of ACS products?

Importance		Satisfaction		No Answer
High	Low	High	Low	

Would you be interested in taking part in ACS product training in 2015?

Yes

No

Please add any comment or suggestion regarding ACS' product quality?

Sales Support

How important are the following issues for you and how satisfied are you with the ACS Sub-Brands of ClutchPro, Xtreme Clutch, Xtreme Outback, AgClutch, Classic Clutch, regarding:

	Importance		Satisfaction		No Answer
	High	Low	High	Low	
The time taken to complete quotations?					
The time taken to provide order confirmations?					
The quality of order handlings?					
The speed with which ACS handles complaints?					
The fairness in which ACS handles complaints?					
The frequency of visits by ACS representatives?					
The frequency of email or phone contact?					
The problem-solving skills of ACS staff?					
The market and industry knowledge of the ACS staff?					
The phone manners of our staff?					

Please indicate which ACS warehouse you use the most and how satisfied you are with the services provided?

Warehouse:

Adelaide Melbourne Sydney Perth Townsville Brisbane Darwin

Satisfaction:

High Low

Marketing

Are you aware of any marketing activities undertaken by Australian Clutch Services? Yes No

Please indicate which ACS' marketing activities you are aware of:

- Nissan V8 Supercars sponsorships
- Drift sponsorships
- Print advertising in specialized magazines
- Online advertising
- Social media presence (Facebook, Twitter, Youtube...)

Please indicate how often you use the services provided by Australian Clutch Services?

Never Less then once a month Once a week Once a day More than once a day

Australian Clutch Services website

Australian Clutch Services Online Catalogue

Online Clutch Services

Xtreme Clutch Website

Xtreme Outback Website

Please indicate how satisfied you are with the services provided by Australian Clutch Services?

Australian Clutch Services website High Low

Australian Clutch Services Online Catalogue

Online Clutch Services (Ordering portal)

Xtreme Clutch Website

Xtreme Outback Website

General

Apart from ACS, which other clutch supplier do you use and how often?

Supplier Once a Day or more Once a week Once a month Once a year

How important are the following qualities for you when selecting suppliers such as ACS ?

Product Quality

High Low

Delivery Service

High Low

Product Range

High Low

Pricing

High Low

Customer Service

High Low

Technical and Product related Services

High Low

How satisfied are you with Australian Clutch Services overall?

High Low

Please feel free to add comments or suggestions.

(For your chance to win our Wine Prize, please enter your Business name and Address here)

Click to
email
completed
survey

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Clear
Survey