



Mondini Cavi S.p.A.

Industria cavi
e conduttori elettrici
isolati con materie
plastiche e gomma

Località Paiarole Boschi
I-37013 Caprino Veronese - VR
Italia

Cod. Fisc. 00231540238
P. Iva IT 02666960238

Cap. soc.: € 2.580.000 i.v.

CCIAA di Verona
Reg. Ditle (REA) n°251717
Reg. Impr. VR-00231540238
Mecc. VR 033815

Tel. +39 045 7241166
Fax +39 045 7242644

mondini@mondini.com
www.mondini.com



Caprino Veronese, September 2008

Customer satisfaction questionnaire

Dear Customer,

three years have now passed since our last survey on customer satisfaction, and we believe that now it is again time to collect your suggestions and your opinions about our products and services.

The correct and complete filling of this questionnaire will allow us to improve our business processes and communication with you.

This questionnaire can be returned in the way that you prefer (by mail, fax or e-mail), if possible, within 20 days from receipt of this mail.

The information data will be treated in accordance with Italian Decree June 30th, 2003, n. 196.

Thanking you in advance, we look forward to hearing from you soon.

Yours Faithfully,

Sales Department



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Personal data:

Company Name	
Address	
ZIP Code	
City	
Province, District	
Telephone	
Fax	
E-mail	

Questionnaire:

Are you are satisfied with our commercial policy?	VERY MUCH	QUITE	LITTLE
Suggestions:			
Are you are satisfied with the product appearance (packaging, identification and labelling)?	VERY MUCH	QUITE	LITTLE
Suggestions:			
Are you satisfied with product quality ?	VERY MUCH	QUITE	LITTLE
Suggestions:			
Are you are satisfied with the availability of products in stock?	VERY MUCH	QUITE	LITTLE
Suggestions:			



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Are you are satisfied with our assortment of items?	VERY MUCH	QUITE	LITTLE
Do you wish other families of products should be added to our list? And which?			
Are you are satisfied with the level of communication with our staff?	VERY MUCH	QUITE	LITTLE
Suggestions:			

Please return this sheet completed within 20 days in the way that you prefer.

By E-Mail : ced@mondini.com

By Fax: +39 045 7242644

By Mail: Mondini Cavi S.p.a.
Loc. Paiarole Boschi
I-37013 Caprino Veronese VR
Italy

We thank you for your help and look forward to hearing from you soon.

Yours Faithfully,

MONDINI CAVI S.p.A.