



SeaZone Customer Service Survey

Dear SeaZone Customer

Customer Commitment

SeaZone is committed to developing and delivering value added products and services that meet the needs of its customers now and in the future. Understanding user requirements and providing responsive customer service and support to high standards is a prime focus of our business

Contact details can be found on the final page of the questionnaire. Your feedback which will be treated 'in confidence' will be invaluable in assisting SeaZone in monitoring and improving our customer service delivery.

If you have any queries please do not hesitate to contact Janet or Amy in the customer services team on 08700130607.

Thank you for your assistance in completing and returning this questionnaire.

Janet Chaplin
Customer Service Advisor

Data Protection

Please note that any information collected on this questionnaire will only be used for the purpose of this research and not supplied to third parties. We may wish to contact you about SeaZone data products, services, news and events.

May we do this by email? Yes No

Please note your contact details will only be used by SeaZone and will not be passed on to any third party unless we have obtained permission from you to do so. You may request not to receive any extra information or your details to be removed from our database at any time. If you would NOT like to receive further information, please tick .

PART 1 - QUALIFICATION

YOUR DETAILS	
Organisation:
Name:
Job Title:
Email:
SeaZone Digital Data/Software Licence No.:

Q1a Is this your first purchasing experience with SeaZone?

Yes No

Q1b Were you purchasing the data for your own use or on behalf of someone else?

Myself Third Party



PART 2 - OVERALL EXPERIENCE

Q2a How satisfied were you with the overall customer service experience?

- Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Q2b Please rate the following aspects of your customer service experience?

Aspect	Very Poor —————> Very Good				
	1	2	3	4	5
Communication	1	2	3	4	5
Helpfulness	1	2	3	4	5
Response Times	1	2	3	4	5
Information Provided	1	2	3	4	5
Delivered Material	1	2	3	4	5

Q2c To what extent has SeaZone’s customer services met your expectations?

- Great Extent Some Extent Neutral Little Extent No Extent

Q2d How could SeaZone improve its customer service?

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PART 3 - PRE-QUOTATION STAGE

Q3a How was your experience of using the Quotation Request Form on the SeaZone Website?

- Very Easy
 Fairly Easy
 Neutral
 Difficult
 Very Difficult

Q3b How could SeaZone improve the Quotation Request Form?

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Q3c How satisfied were you with the information available to you to help make an informed decision about your quotation request requirements?

- Very Satisfied
 Satisfied
 Neutral
 Dissatisfied
 Very Dissatisfied

Q3d How did you receive this information (Please tick all relevant boxes)?

- | | |
|--|--|
| <input type="checkbox"/> Website | <input type="checkbox"/> Brochure/Product Sheets |
| <input type="checkbox"/> SeaZone Sample Data Request | <input type="checkbox"/> From Third Party |
| <input type="checkbox"/> Discussion with SeaZone | <input type="checkbox"/> Other |

Q3e What additional information/communication method would you like to be available?

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PART 4 - QUOTATION STAGE

Q4a Please rate the following aspects of the Quotation supplied?

Aspect	Very Poor \longrightarrow Very Good				
Quotation – Needs Met	1	2	3	4	5
Quotation Format	1	2	3	4	5
Quotation Content	1	2	3	4	5
Supporting Info Format	1	2	3	4	5
Supporting Info Content	1	2	3	4	5

Q4b Do you have suggestions as to how this can be improved?

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PART 5 - ORDERING STAGE

Q5a What factors contributed to your decision to purchase SeaZone products/services?

Buying Influencers	Not Relevant \longrightarrow Very Relevant				
Product Availability	1	2	3	4	5
Product Features	1	2	3	4	5
Price	1	2	3	4	5
Service Promise	1	2	3	4	5
Reputation	1	2	3	4	5
Meet Project/Business Requirements	1	2	3	4	5
Other (Please State)	1	2	3	4	5

Q5b What benefits do you feel you will gain from purchasing SeaZone data?

- Data procurement cost savings
- Data procurement time savings
- Project time savings
- Project cost savings
- Improved access to comprehensive information
- Improved decision making
- Others:-

Q5c Who was involved in the decision making process?

	Yourself	Colleague
User	<input type="checkbox"/>	<input type="checkbox"/>
Manager	<input type="checkbox"/>	<input type="checkbox"/>
Purchasing Department	<input type="checkbox"/>	<input type="checkbox"/>

Q5d Has the overall buying experience meet your expectations?

Very Satisfied
 Satisfied
 Neutral
 Dissatisfied
 Very Dissatisfied

Q5e Do you have suggestions as to how this can be improved?

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Q5f Did you receive your order within the expected or confirmed delivery deadline?

Yes
 No

Q5g If No to Q5f, Did you receive satisfactory communication regarding this?

Yes
 No

Q5h Was the issue resolved to your satisfaction?

Yes
 No

Q5i Do you have suggestions as to how this can be improved?

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PART 6 - FUTURE DEVELOPMENTS

Q6a What additional facilities would you like to see on the web site?

- | | | | |
|--------------------------|------------------|--------------------------|-----------------|
| <input type="checkbox"/> | Online catalogue | <input type="checkbox"/> | Online Ordering |
| <input type="checkbox"/> | Online Quotation | <input type="checkbox"/> | Online Payment |
| <input type="checkbox"/> | Other | | |

Q6b What benefits / issues would you see if SeaZone provided its data and software though an online ordering system only?

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Q6c Please add any further comments about SeaZone products and services.

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Thank you for your time.

Please return to the contact details below.

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