

FORM

Dear customers and partners of **HYDROMASHSERVICE Ltd!**
It is extremely important for us to know your opinion and suggestions on the quality of our products and services.

Please answer the following questions.
We value your opinion and suggestions and results of the survey will help us improve our operations.

Name:

Address

Status: Dealer End customer Other

Application area:

Oil & Gas Nuclear Energy

Energy Water supply & Utilities

Industry Wholesale & distribution

Steel Resale

Your professional background:

Procurement Operation Technical

Company you are assessing:

HYDROMASHSERVICE Moscow

HYDROMASHSERVICE Livny branch

HYDROMASHSERVICE Ukraine, Sumy

How to fill in:

Importance on a scale of 5: 1- not important, 5- very important and critical for decision making whether to do business with us (you can skip that if you feel like)

Satisfaction on a scale of 5: 1- very poor, 2- poor, 3- satisfactory, 4 - good, 5- excellent

Information interaction (in terms of your needs)	Importance	Satisfaction
Availability, accessibility and quality of promotional materials, including the Internet		
Staff technical competence (consultations during sales)		
Conformity of products, delivery set and terms to your needs		
Staff efficiency and attention to your inquiries (replying to your orders, signing contracts, introducing changes agreed)		

Comments

The actual delivery compliance with the contract obligations	Importance	Satisfaction
Range and scope of delivery conformity to the terms of contract		
Delivery schedule compliance with the terms of contract		
Delivery (packaging, labeling, shipment, delivery of goods) compliance with the terms of contract		
Products technical documentation compliance with the terms of contract		
Supporting documentation's quality and processing time		
Attention to your needs and warranty obligations' execution efficiency		

Comments

Products quality satisfaction on a 5-point scale	HMS Pumps (former Livhydro mash)	Livny nasos	Prombur vod	HMS Neftemash (former Neftemash)	Dimitrovgrad himmash	Other
Products' technical characteristics compliance with technical documentation requirements						
The equipment durability compliance with technical documentation requirements						
The appearance, availability of necessary information in supporting documentation						
Equipment manufacture time						
Equipment reparability						

The annual purchases volume of our products in the total similar products procurement (%):

- less than 10%
- 10% - 30%;
- 30% - 70%;
- more than 70%

How long you have been doing business with at least one of the Group companies

- less than 1 year
- from 1 to 3 years
- 3 to 5 years
- more than 5 years

How would you estimate your inclination to work with us:

You would go on doing business with us and highly recommend us

Continuation of cooperation with us is acceptable

Continuation of cooperation with our company is not acceptable (you will contact other suppliers)

Recommendation

What should we do so we would continue doing business together and even expand it.

**Thanks very much for taking part in questionnaire!
Sincerely yours, HYDROMASHSERVICE.**

Date: « ____ » _____ 20__ year.



Please send the completed form to hydro@hms.ru