



# PERSONAL SAFETY CORPORATION CUSTOMER SATISFACTION SURVEY



Dear Valued Customer:

Thank you for taking a few minutes of your valuable time to complete this survey. Your responses will assist us in better meeting your needs. Please submit your responses no later than April 30, 2010.

In appreciation of your time, your email address will be entered into a random drawing on May 1, 2010 for one of two \$500.00 product certificates. The product certificates can be used to pay any current invoice or to purchase additional products. The certificates will be valid through May 1, 2011.

Thank you very much for your continued business and participating in this survey.

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After answering the following survey questions, please click on the "Submit" button at the end of the survey to forward your responses for tabulation.

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**1. Are you affiliated with a nursing home or a hospital?**

- Nursing Home
- Hospital

What is your job title? \_\_\_\_\_

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**2. Is your facility independently owned or chain owned?**

- Independent
  - Chain
- 

**3. If chain owned please enter the name of the chain below**

\_\_\_\_\_

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**4. How long have you purchased fall management products from PSC?**

- Less Than 1 Year
  - 1-3 Years
  - 4-6 Years
  - Over 6 Years
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**5. Overall, how satisfied are you with the products you have purchased from PSC?**

- 5-Very Satisfied
  - 4-Somewhat Satisfied
  - 3-Neutral
  - 2-Somewhat Dissatisfied
  - 1-Very Dissatisfied
- 

**6. In the box below please rank the following reasons you purchase products from PSC in order of importance from 1 being highest importance to 5 being lowest importance:**

- \_\_\_ 24-48 Hour Turnaround Of Orders
- \_\_\_ Product Quality
- \_\_\_ Sales Representative Product Knowledge
- \_\_\_ Price
- \_\_\_ Free Samples For Trial

**7. Please rate your level of satisfaction with your sales representative in the following areas:**

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Responsiveness					
Professionalism					
Understanding Of My Needs					

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<b>8. PSC listens to its customers.</b>					
<b>9. PSC is prompt in dealing with customer complaints.</b>					
<b>10. PSC is a leader in developing quality products.</b>					
<b>11. PSC Sales Representatives are well trained.</b>					
<b>12. PSC products are worth the money.</b>					

**13. Thinking of similar products offered by other companies how would you compare PSC products to other companies?**

Much Better      Somewhat Better      About The Same      Somewhat Worse      Worse

**14. Will you continue purchasing PSC products?**

Definitely      Probably      Not Sure      Probably Not      Definitely Not

**15. If I were President of PSC, I would do the following to improve the company's products...**

**16. If PSC could add one more product to its product line, it should be...**

**17. What suggestions do you have to improve our products?**

**18. Would you recommend our products to other facilities?**

Definitely      Probably      Not Sure      Probably Not      Definitely Not

If the submit button below does not take you to your email program please print out the completed form and fax it to: 319.378.1311, attention: Jade Mytron.

If faxing please enter your email address\* here \_\_\_\_\_ to be entered to win \$500.00.

\* Your email address will be used for this survey only.  
We do not sell or share information.