**Survey of Customer Satisfaction**

Dear Customer,

Thanks for your always support and help in the past year, please kindly put forward with your valuable feedback for our continuous improvement in future.

The product you would like to comment:

Stainless Steel Pipe ( ) Seamless Steel Pipe ( ) Welding Steel Pipe ( x ) Others ( )

No. 1. Quality of the product

1. The quality of product chemical composition

Excellent (91-100) Good (81-90) Average (71-80) Not acceptable (Below 70) Score ( )

1. The quality of product physical property

Excellent (91-100) Good (81-90) Average (71-80) Not acceptable (Below 70) Score ( )

1. The quality of product surface

Excellent (91-100) Good (81-90) Average (71-80) Not acceptable (Below 70) Score ( )

1. The quality of product dimension

Excellent (91-100) Good (81-90) Average (71-80) Not acceptable (Below 70) Score ( )

1. The quality of product package

Excellent (91-100) Good (81-90) Average (71-80) Not acceptable (Below 70) Score ( )

No. 2 Quality of the service

1. The quality of contract fulfilment

Excellent (91-100) Good (81-90) Average (71-80) Not acceptable (Below 70) Score ( )

1. The quality of product delivery

Excellent (91-100) Good (81-90) Average (71-80) Not acceptable (Below 70) Score ( )

1. The quality of sales person cooperation

Excellent (91-100) Good (81-90) Average (71-80) Not acceptable (Below 70) Score ( )

1. The quality of customer complaint reaction

Excellent (91-100) Good (81-90) Average (71-80) Not acceptable (Below 70) Score ( )

No. 3 Comment / Suggestion

Filled By: Title: Department: Company:

Please send the survey back to A. Fax: +863175296625 or B. Email: [annyyang@hbhuayang.com](mailto:candylee@hbhuayang.com) before , 1st Jan,2015

Many thanks for your time and cooperation!