



# HealthCare Direct (K) Ltd

Tel : (254 020) 826221 / 826222  
Mobile: 0722 513637 / 0733 570419

Cdma: (020) 3566670 / 3512808

E-mail : enquiries@hcdke.com  
Fax : (020) 8155600 / 821199

## CUSTOMER SATISFACTION SURVEY FORM

Dear Valued Customer,

Thank you for choosing Healthcare Direct Kenya (K) Ltd as your preferred supplier. We appreciate your custom. Could you please take time off to complete this form, and then email, fax or post it back to us ? Your assessment is important to us and will help us serve you better.

Company Name: TRADEWINDS AVIATION SERVICES LTD

P.O. Box: 42474 Post code: 00100 Email: \_\_\_\_\_

Telephones: 6822803 6822805 6822806 6770134499

Mobile(s): 0722-853784 0735 329157 Fax No: 6822066

How do you rate the following services of HealthCare Direct (K) Ltd (HCD): (Please Tick Box)

1. Placing Orders .....

EXCELLENT

☒ GOOD

FAIR

POOR

Do you want us to call you ? ☐ YES ☐ NO

If yes , indicate when in a month.....

1-7<sup>th</sup>

8-15<sup>th</sup>

16-22<sup>th</sup>

23-30<sup>th</sup>

Time.....

10.00-13.00hrs

14.00-16.00hrs

2. Efficiency on Deliveries .....

EXCELLENT

GOOD

FAIR

POOR

3. Quality of Goods .....

EXCELLENT

GOOD

FAIR

POOR

4. Account Queries .....

EXCELLENT

GOOD

FAIR

POOR

5. Customer Care.....

EXCELLENT

GOOD

FAIR

POOR

6. How do you rate HCD compared to your other suppliers .....

BETTER

EQUAL TO

NEEDS IMPROVEMENT

7. How do you rate HCD Pricing with our competitors.....

BETTER

EQUAL TO

NEEDS IMPROVEMENT

8. If you have rated us 'Fair' or 'Poor' in any of the above, please state why.....

9. Any Team Member you would like to commend.....

10. What do you like most about us?

11. THREE ways in which HCD can serve you better

(i).....

(ii).....

(iii).....

Name: THOMAS T. NTHAKETHA

Signature: [Signature] Designation: MANAGER PROCUREMENT

Tradewinds Aviation Services Limited  
P. O. Box 42474 - 00100  
GPO, NAIROBI