

FedEx Kinko's & SUNY Customer Satisfaction Survey

Please Note: This survey should be completed by the individual/s responsible for the actual placement of orders.

Name	
Phone	
Extension	
Department	
e-mail	
Title	
Date	

Please rate us in the following categories:

- 5- Outstanding
- 4- Above Average
- 3- Average
- 2- Below Average
- 1- Poor
- 0- Cannot Rate

Please
following

Professionalism	
Responsiveness	
Support & Assistance	
Follow-up	
Overall satisfaction with FedEx Kinko's	

rate us in the
categories:

- Yes
- No
- Not Applicable

Were we able to meet your initial requested completion time?	
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Did we make the total cost of your order clear?	
Did we produce your order exactly as you requested?	
Did we deliver your order where and when you requested it?	
Did we invoice your order accurately?	

Please rate us in the following categories:

- Better
- Same
- Worse
- Cannot Rate

How does FedEx Kinko's compare overall with other document services companies you have used?	
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<u>In your opinion, what aspects of FedEx Kinko's products and services would you suggest be changed or improved?</u>

Considering the overall key areas below, please tell us how important you consider each area to be:

Critical
Very Important
Important
Somewhat Important
Not As Important

Customer service	
Variety of available products and services	
Speed and ease of order placement	
Speed of order production	
Pick-up and delivery	
Quality	
Price	

Would you recommend FedEx Kinko's in the future? (Please circle one)

Definitely Would Probably Would Undecided Probably Not Definitely Not

Why?

How many times in the past 6 months have you used FedEx Kinko's? (Please circle one)

Once 2-5 Times 6-15 Times 16-30 Times Over 30 Times Have Not Used FedEx Kinko's in the past 6 Months

Which of the following best describes your current use of FedEx Kinko's? (Please Circle One)

All the Time Occasionally Seldom Only in an Emergency Never

Which document services do you use most often? (Check all that apply)
Pick-up and Delivery
DocStore Send and Print
DocStore Online Catalog
Outsourcing of all Business Document Services
Copying and Printing
Finishing Services (Binding, etc, etc)
Signs and Banners
Posters and Trade Show Materials
Business Cards, Letterhead and Stationary
Digital Photo Services
Office Supplies
Large Format Printing

With which software program do you create most of your documents?

What is your usual required turnaround time on jobs? (Please circle one)
Less Than 4 Hours Within 24 Hours Within 48 Hours More Than 48 Hours

What are your preferred methods of interaction with FedEx Kinko's? (Circle all that apply)
*DocStore Online Ordering
Pick-up and Delivery
Onsite FedEx Kinko's Services
Visit a FedEx Kinko's Branch

**** Would you be interested in learning more about DocStore Online Ordering?**
 Yes (if "yes", we will contact you.) No

*Please return your responses to: SUSB Procurement Office
Library Bldg. 4th Floor
Z=6000
Attn: James Fabian
Director of Procurement*

Or e-mail: JFabian@notes.cc.sunysb.edu

****NOTE: YOUR RESPONSE BY NO LATER THAN MARCH 15, 2005 WOULD BE APPRECIATED.*

If you need assistance in completing this survey or have any questions, please call 2-6010.

Thanks for taking the time to fill this survey out. Your feedback is important to us!!