



Dear Customer,

We want you to know that we highly value the long-term mutually beneficial relationship between our companies. "TENEX", Joint-Stock Company is committed to providing its customers with the best products and service. Therefore, we would like you to fill in our Customer Satisfaction Questionnaire. Your answers will allow us to assess the quality of our services, as a reliable contractor, to understand how customers evaluate our activities, and to find ways to improve our services and products.

The Questionnaire is drawn up so that you could evaluate, add or mark the inapplicability of the evaluation criteria in the Questionnaire and to carry out an assessment by two parameters:

- assessing the evaluation criteria importance for your company (by default, set to "Important");
- assessing the criterion fulfillment by "TENEX", Joint-Stock Company as a contractor.

For each criterion, choose the most suitable option from the drop-down list.

If the evaluated criterion does not correspond to the expected level, we kindly ask you to submit your comments, to describe the essence of the problem.

In the special field "Other criteria", please supplement the Questionnaire with the criteria that you would like to evaluate as part of the cooperation with "TENEX", Joint-Stock Company.

We draw your attention to the fact that this Questionnaire relates to assessing the quality of the delivery of products under existing contracts with your company.

Your opinion is very important to us.

We are grateful for your willingness to cooperate, the time spent evaluating our activity, and your feedback.

Customer Satisfaction Questionnaire

Company name	
Contract	
Respondent's full name	
Respondent's title	
e-mail:	
Evaluation date	

1. Compliance with the product supply contract

Criterion	Criterion importance	Contract conformity assessment
Product compliance with the Contract requirements		
Comments		
Compliance with the delivery dates as set by the Contract		
Comments		

2. Compliance with the service supply contract

Criterion	Criterion importance	Contract conformity assessment
Service compliance with the Contract requirements (if applicable)		
Comments		
Compliance with the service provision deadlines as set by the Contract (if applicable)		
Comments		

3. Supplies

Criterion	Criterion importance	Performance
Timeliness and completeness of providing information related to the supply logistics		
Comments		
Ensuring the safety of your vehicles (if applicable)		
Comments		

4. Quality of communication

Criterion	Criterion importance	Performance
Speed of getting feedback/response to your inquiries/requests from employees of "TENEX", Joint-StockCompany		
Comments		
Quality and completeness of information provided in response to your inquiries/requests		
Comments		
Correctness of business correspondence (sending requests for information taking into account the business practices used to respond to requests, etc.)		
Comments		

Other criteria

(please fill in the Questionnaire with criteria which you would like to evaluate as part of cooperation with "TENEX", Joint-StockCompany)

Criterion	Criterion importance	Performance
Positive aspects during cooperation		
Comments		
Comments		
Comments		