



## Customer Satisfaction Survey Colorado Time Systems

1. What is your overall satisfaction with Colorado Time Systems products and services?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

2. How satisfied are you with Colorado Time Systems products and services in the following areas?

	very unsatisfied	unsatisfied	neutral	satisfied	very satisfied
Value for the price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Experience using the product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to meet needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How satisfied are you with your business relationships with Colorado Time Systems in the following areas?

	very unsatisfied	unsatisfied	neutral	satisfied	very satisfied
Flexibility of terms and agreements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchase experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After-sale support and relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Repeat purchase experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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**4. Compared to alternative products and services, Colorado Time Systems products are:**

- Much better
- Somewhat better
- About the same
- Worse
- Don't know
- There are no alternatives to meet my needs

**5. Would you purchase additional or related products from Colorado Time Systems?**

- Yes
- No
- Not sure

**6. Would you recommend Colorado Time Systems products and services to someone else?**

- Yes
- No
- Not sure

**7. How often do you use Colorado Time Systems products?**

- Daily
- Once a week or more
- Once a month or more
- Several times a year
- Once a year
- Other

**8. How long have you been using Colorado Time Systems products?**

- Less than 1 year



- 1 to 5 years
- 6 to 10 years
- More than 10 years

**9. Have you experienced any issues using Colorado Time Systems products?**

- Yes (go to question #10)
- No (go to question #11)

**10. Were the issues solved to your complete satisfaction?**

- Yes, by the Colorado Time Systems representatives
- Yes, I resolved them myself
- Not yet

**11. Please provide any additional feedback on Colorado Time Systems products and services below.**

**Your Name:**

**Organization:**

**Email Address:**

Thank you for taking the time to fill out our Customer Satisfaction Survey. Please send this back to our office in the attached pre-addressed, pre-stamped envelope.

If you have any immediate issues, please do not hesitate to contact our offices directly:  
(970)667-1000 x 235.

Best Regards,

Anita Sayed  
President & CEO