

# *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.

<b>Name</b>	
<b>Phone</b>	
<b>Extension</b>	
<b>Department</b>	
<b>e-mail</b>	
<b>Title</b>	
<b>Date</b>	

**Please rate us in the following categories:**

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

Please following

<b>Professionalism</b>	
<b>Responsiveness</b>	
<b>Support &amp; Assistance</b>	
<b>Follow-up</b>	
<b>Overall satisfaction with FedEx Kinko's</b>	

rate us in the categories:

- Yes
- No
- Not Applicable

<b>Were we able to meet your initial requested completion time?</b>	
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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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**In your opinion, what aspects of FedEx Kinko's products and services would you suggest be changed or improved?**

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	

<b>Would you recommend FedEx Kinko's in the future? (Please circle one)</b>
Definitely Would   Probably Would   Undecided   Probably Not   Definitely Not
<b>Why?</b>

<b>How many times in the past 6 months have you used FedEx Kinko's? (Please circle one)</b>
Once   2-5 Times   6-15 Times   16-30 Times   Over 30 Times   Have Not Used FedEx Kinko's in the past 6 Months

<b>Which of the following best describes your current use of FedEx Kinko's? (Please Circle One)</b>
All the Time   Occasionally   Seldom   Only in an Emergency   Never

<b>Which document services do you use most often? (Check all that apply)</b>
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

<b>With which software program do you create most of your documents?</b>

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

<b>What are your preferred methods of interaction with FedEx Kinko's? (Circle all that apply)</b>
*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. 4<sup>th</sup> Floor  
Z=6000  
Attn: James Fabian  
Director of Procurement*

*Or e-mail: [JFabian@notes.cc.sunysb.edu](mailto: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!!**