

Customer Satisfaction survey

* Mandatory fields

Company Name *

Contact Person *

Site / Facility *

Email Address *

SERVICE LEVEL

I am very satisfied with the quality of service from Dalbit Petroleum Limited *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

Dalbit Petroleum Limited emergency response time is good. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

Dalbit Petroleum Limited delivery system is adaptable to requirements. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

Contact with Dalbit Petroleum Limited Senior Management is good. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

Dalbit Petroleum Limited way of complaint handling/resolution is professional. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

Dalbit Petroleum Limited communication on product knowledge and new products is satisfactory *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

Dalbit Petroleum Limited communication on general issues affecting business is effective. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

ORDERS

Dalbit Petroleum Limited customer service policies on order delivery are known. *

- Strongly disagree
- Disagree
- Not sure
- Agree

Strongly Agree

Dalbit Petroleum Limited respond to queries promptly. *

Strongly disagree

Disagree

Not sure

Agree

Strongly Agree

Relevant and timely explanation is provided incase of any delays. *

Strongly disagree

Disagree

Not sure

Agree

Strongly Agree

Dalbit Petroleum Limited takes orders accurately. *

Strongly disagree

Disagree

Not sure

Agree

Strongly Agree

The channel for order placement is known. *

Strongly disagree

Disagree

Not sure

Agree

Strongly Agree

Orders are followed up before delivery. *

Strongly disagree

Disagree

Not sure

Agree

Strongly Agree

Delivered quantities are same as invoiced quantities *

Strongly disagree

Disagree

Not sure

Agree

Strongly Agree

Feedback information from the relevant contact person is relevant and reliable. *

Strongly disagree

Disagree

Not sure

Agree

Strongly Agree

HEALTH SAFETY ENVIRONMENT AND QUALITY

Dalbit Petroleum Limited delivery trucks meet safety/quality standards. *

Strongly disagree

Disagree

Not sure

Agree

Strongly Agree

Banners are clear and strategically placed at Dalbit . *

Strongly disagree

Disagree

Not sure

Agree

Strongly Agree

Dalbit Petroleum Limited employees are mindful of third party safety. *

Strongly disagree

Disagree

Not sure

- Agree
- Strongly Agree

Quality is a collective responsibility concept embraced by all at Dalbit employees. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

Dalbit Petroleum Limited offers quality product. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

Dalbit Petroleum Limited waste disposal system is environmentally friendly. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

TRANSACTIONS

Dalbit Petroleum Limited prices are competitive. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

Dalbit Petroleum Limited credit terms are competitive. *

- Strongly disagree
- Disagree

- Not sure
- Agree
- Strongly Agree

Dalbit Petroleum Limited invoices always match the quotation given. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

Credit notes are received as and when due. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

My preferred mode of payment to settle accounts with Dalbit is used. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

Invoices and other delivery documentations are easily understandable *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

Dalbit Petroleum Limited replaces any inaccurate accounting documents in good time *

- Strongly disagree
- Disagree

- Not sure
- Agree
- Strongly Agree

Dalbit Petroleum Limited adoption of new and modern methods of business transaction eg MPESA payments and on-line ordering adds value to my business *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree

OVERALL RELATIONSHIP

I would recommend Dalbit Petroleum Limited Marketing Kenya to others. *

- Strongly disagree
- Disagree
- Not sure
- Agree
- Strongly Agree