

SycoTec Fax: +49 7561 86-371 / email: info@sycotec.eu

Your feedback is important to us because it lets us continue to improve for your benefit.

Please rate your satisfaction and check on of the given options: 😊😊 = very satisfied to 😞😞 = very dissatisfied

|                               |  |
|-------------------------------|--|
| Your company name (optional): |  |
|-------------------------------|--|

|   |                          |  |
|---|--------------------------|--|
| Which products do you procure from SycoTec? | Motor elements           |  |
|   | Motor spindles           |  |
|   | High-frequency inverters |  |

Manufacturer 😊😊   😊   😐   😞   😞😞

|   |    |  |  |  |  |  |
|---|----|--|--|--|--|--|
| If you buy high-speed drives or drive elements from other manufacturers, how satisfied are you with them? | 1. |  |  |  |  |  |
|   | 2. |  |  |  |  |  |
|   | 3. |  |  |  |  |  |

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|                          |                      |  |  |  |  |  |
|--------------------------|----------------------|--|--|--|--|--|
| How do you rate SycoTec? | Product quality      |  |  |  |  |  |
|                          | Lead time            |  |  |  |  |  |
|                          | Delivery reliability |  |  |  |  |  |
|                          | Service/reachability |  |  |  |  |  |
|                          | Technical competence |  |  |  |  |  |
|                          | Product range        |  |  |  |  |  |
|                          | Innovativeness       |  |  |  |  |  |
| PR work                  |                      |  |  |  |  |  |

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|                                     |                         |  |  |  |  |  |
|-------------------------------------|-------------------------|--|--|--|--|--|
| Please rate the products of SycoTec | Reliability             |  |  |  |  |  |
|                                     | Durability              |  |  |  |  |  |
|                                     | Processing              |  |  |  |  |  |
|                                     | Price/performance ratio |  |  |  |  |  |

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|  |                         |  |  |  |  |  |
|--|-------------------------|--|--|--|--|--|
| Please rate the servicing and repairs of SycoTec | Quality of the service  |  |  |  |  |  |
|  | Duration of the service |  |  |  |  |  |
|  | Price/performance ratio |  |  |  |  |  |

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|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
| Please rate the complaints/warranty procedure of SycoTec | Processing of warranty cases generally |  |  |  |  |  |
|  | Goodwill for complaints                |  |  |  |  |  |
|  | Speed of processing                    |  |  |  |  |  |
|  | Technical competence                   |  |  |  |  |  |

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|   |                    |  |  |  |  |  |
|---|--------------------|--|--|--|--|--|
| How satisfied are you overall with SycoTec? | Overall impression |  |  |  |  |  |
|---|--------------------|--|--|--|--|--|

|   |    |  |
|---|----|--|
| What are your top two criteria when buying high-speed drives? | 1. |  |
|   | 2. |  |

|  |  |
|--|--|
| What, in your opinion, is SycoTec's main strength on the market? |  |
|--|--|

|   |  |
|---|--|
| Where, in your opinion, does potential for improving SycoTec's product portfolio lie? |  |
|---|--|

|                               |  |
|-------------------------------|--|
| Praise, suggestion, criticism |  |
|-------------------------------|--|