

Customer Satisfaction Survey

The purpose of this survey is to identify the compliance of the quality of our steel quality and what our customers expect and desire.

The following questions will not take a long time to answer but will help us in achieving our goal of providing you with your preferred steel. Information provided will only be used for statistical purposes.

1. Have you heard of Jordan Steel Group

Yes No

2. Kindly identify the sector that mostly describes you

Contractor Engineer Merchant Individual

3. What dimensions do you continuously ask for

8mm 10mm 12mm 14mm 16mm

20mm 25mm 32mm

4. What steel mostly used?

Grade 40 Grade 60 BS4449

ASTM grade 40, 60, 70

5. What do you think the required specification of steel? (Circle the number)

Length accuracy

Weak 1 2 3 4 5 6 7 8 9 Accurate

Diameter accuracy

Weak 1 2 3 4 5 6 7 8 9 Accurate

Proper and safe loading

Weak 1 2 3 4 5 6 7 8 9 Proper and safe

The ability to provide customers' requirements including quantities and lengths

Weak 1 2 3 4 5 6 7 8 9 Strong

Notes.....

6. What do you think has the highest degree of importance in regards to specification in steel products?

Compliance of grade (60 or 40) with the identification card

Not important 1 2 3 4 5 6 7 8 9 Very important

Ease of bending without fracture or cracking

Not important 1 2 3 4 5 6 7 8 9 Very important

Inspection certificate given upon client request to ensure product

Not important 1 2 3 4 5 6 7 8 9 Very important

Delivery time shortage

Not important 1 2 3 4 5 6 7 8 9 Very important

7. Any suggested specification?

8. Where do you expect to see commercials for Jordan Steel Group?

- 1) Jordanian Engineering magazines
- 2) Television
- 3) Radio
- 4) Official news paper
- 5) Others Specify

9. Why do you prefer to use Jordan Steel Group product?

- 1) Fair price
- 2) Quality
- 3) Delivery speed
- 4) Others specify

10. How do you classify Jordan Steel Group

- 1) Excellent
- 2) Very good
- 3) Good
- 4) Weak
- 5) Very weak

11. Which steel standards do you mostly use?

Jordanian Standard JS441 300,400

British Standard BS4449 460, 250

American Standard ASTM 615 40,60,70

Others Specify

How can we serve you better?
