

We place high value on your opinion!
 Therefore we would kindly ask you to review and answer the following questions

Company/Location:

Name:

Customer number:

- | How content are you | ++ | + | Ø | - | -- |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. with the quality of our products?
Would you like to recommend any improvements on our products? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. with the punctuality of our deliveries? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. with the service provided by our field staff? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. with the service provided by our customer service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. with the competitiveness of prices? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6a) How important are environmental topics for you (e.g. FSC, PEFC, recycling percentage and climate neutrality)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6b) Concerning foil or paper, does your company have preferences when buying these raw materials? | | | | | |
| 6c) Paper product made from 100% fresh fiber or foil product with high recycling content (if applicable with environmental label "Blue Angel"): which product would you buy for your customers? | | | | | |
| 7. VP - eine climate-neutral group. For several years you have been buying all our products based on climate-neutral production and logistics. | | | | | |
| a) Do you see any advantages for the environment? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) How important are the topics "climate-neutral production" and "climate-neutral products" for your customers? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) How could we workout together to offer your customer an additional incentive? | | | | | |
| 8. Which products -that we currently don't offer- would you like to order at VP? | | | | | |
| 9. What else could we improve for you? | | | | | |

Thank you for taking the time to complete this questionnaire.
 Your opinion is an important part of our continuous improvement process in order to perform steadily as to your demands.
Thank you for your patience and support.

Please send your answer per e-mail to:
 Mail: daniela.strebel@vp-group.de

