

Aircraft Parts **N** Supplies

Customer Questionnaire Feedback Form.

Dear Esteemed Customer,

You are receiving this Customer Questionnaire Form because you recently either, did Business with us, or ordered or enquired about a Particular Part, Product, or enquired about one of our Services.

In order to serve you better, and as per our Policy of Continuous self-improvement and self-evaluation, we request that you answer the Questions below so as to assist us in making any Policy or Procedural changes for better Service delivery.

We sincerely thank you in advance for your great understanding and co-operation.

How did you hear about us? _____

1. Where are you based? Airport? City? Country? _____
2. What are your Operations? MRO? Airline? Cargo Operator? Local Commuter? Helicopter Operations?, Flight School?, Other? _____
3. About how many times have you contacted us for a Price Quote? _____
4. How many times have you bought from us? _____
5. What item or Part did you order ? _____
6. What was the main reason why you bought from us? _____
7. If you ordered (**and we highly appreciate your Business**), would you order again from us? _____
8. If you did not buy, what was the reason of not buying? _____
9. Are you an operator or an MRO, or both? _____
10. If you are an MRO, what are your MRO Operations? _____
11. Which Aircraft / Helicopters do you operate? _____
12. How big is your Fleet? _____
13. Which type of Engines? _____
14. Do you use PMA Parts? _____
15. Which are the most Common Parts that you need on a regular basis? _____

16. Which are the Parts you have a lot of Problem in getting? _____

17. What would you say is the most important concern to you when ordering / Soliciting for Parts?

- Prices?
- Long Lead Times?
- Documentation?
- Damages while Shipping?
- Getting the wrong Part?
- Other Reason, please explain? _____

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With Offices in Houston, TX Jakarta, Indonesia Nairobi, Kenya

18. Which would you say is the most important Problem / Concern you have with Aircraft Parts? _____

19. Do you use OEM Parts or PMA Parts or Both? _____

20. Are you O.K. with SV/ OH / AR Parts? _____

21. How would you like your Parts shipped? DHL? FedEx? UPS? , USPS? , Other (Please Specify)? _____

22. Would you like to use our Shipping Account? _____

23. Are these Parts request normal stock, Urgent replacement, or AOG? _____

24. How do you normally make your Payments? Bank Transfer? Credit Card?, Mailing Check? (We don't accept Cash Payments)_____

25. Do you have a Contract Program in Buying your Spare parts? _____

26. Would you be willing to discuss with us a Spare Parts Contract Supply Program? , We can take a deep review at your Spare Parts needs (For Free), and then come up with a solution to save your Company scare resources, let us know if you would be interested _____

27. What is your approximate Spare Parts Budget? (monthly, Quarterly or Annually) _____

28. We also ask about who the end user is _____

29. Which are the Parts that you ALWAYS want TO HAVE IN STOCK (**name about Five**) _____

30. Name Five Parts that you plan to order within the next one month _____



All the Answers to these Questions are for the exclusively use of **Aircraft Parts N Supplies**, self-improvement program, and for the improvement of our Service delivery. All the information provided will is **kept strictly confidential** and **will NOT** be disclosed to any other Party.

You can return this Form by email (aircraftpartsNsupplies@gmail.com) or Fax: 281-479-0764

If you have any other comments or would like to add any other additional info on this Customer Questionnaire, please use the space below.

We thank you for your time and the feedback info.

“Safety in the air starts with getting the right Part on the ground”

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