

2024 Satisfaction Survey for Distributors of the Qlicksmart Products

Thank you for giving us the opportunity to listen. This short survey is one of our ISO 13485 initiatives for continual improvement of our services and products to you, our valued distributors. Please help us by taking a few minutes to tell us about the experiences you've had with Qlicksmart's products and team members.

Your privacy is very important to us. Please be assured that your personal details will not be passed onto anyone outside of our organisation.

We appreciate your time and honest feedback.

—The Qlicksmart Team

* Indicates required question

Firstly, we would like to understand a little bit about you and your company.

1. What is your company's name? *

2. Which of the following best describe your distribution field/s? *

Check all that apply.

- Aged Care
- Anaesthesiology
- Beauty/Cosmetology
- Dentistry
- Dermatology
- Doctor Clinics
- Emergency
- Infection Control
- Laboratory
- Mortuary
- Nursing - Perioperative
- Nursing - ICU
- Nursing - Other
- Ophthalmology
- Podiatry
- Pre-Hospital Care
- Surgery
- University/School
- Veterinary
- Waste Disposal
- Other: _____

3. How long have you been a distributor of the Qlicksmart safety products for? *

Mark only one oval.

- Less than 12 months
- 1-2 years
- 3-5 years
- 6-10 years
- 11-15 years
- 16+ years

4. Why did you first start supplying Qlicksmart's safety products? *

Check all that apply.

- Customer request/demand
- Fit our product portfolio
- To improve safety for customers
- Another distributor/supplier recommendation
- Other: _____

We want to hear your thoughts and experiences regarding Qlicksmart/Smartstream.

5. Please rate how much you agree or disagree with the following statements, on a scale of 1 (strongly disagree) to 5 (strongly agree). *

Mark only one oval per row.

	1- Strongly Disagree	2- Disagree	3- Neither Agree Nor Disagree	4- Agree	5- Strongly Agree
The attitude of Qlicksmart personnel in contact with me makes me feel respected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find it easy to place orders for Qlicksmart products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deliveries from Qlicksmart arrive in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I always receive the products which I ordered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The products I receive from Qlicksmart are in good quality (non-faulty)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel like my enquiries and/or complaints were responded to by Qlicksmart personnel.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have found the Qlicksmart staff to be courteous and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with Qlicksmart's services to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend Qlicksmart and their products to others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Do you have any suggestions for how Qlicksmart/Smartstream can improve our services to you? *

7. Is there anything else you wanted Qlicksmart/Smartstream to know? (eg: general comments, good news story, other safety risks that could be addressed with devices) *

Distributor Activities 2023 (2 minute video)



<http://youtube.com/watch?v=NJNFAGPANTl>



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