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Kurita AquaChemie Saudi Arabia Co. / Customer Survey Questionnaire 2026

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

1. **Name and Surname** *

   Dildar Ahmad

2. **Company** *

   Samref

3. **Email Address** *

   dildar.a.khan@samref.com.sa

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4. **When selecting partners for Water and Process treatment solutions, how much emphasis do you place on each of the following points?** *

Please select one response that fits best.

	Place no emphasis at all	Do not place emphasis	Cannot say either way	Place emphasis	Place strong emphasis
a. They make proposals that help improve your productivity.	○	○	○	○	◉
b. They make proposals that help you reduce environmental impact by saving energy or water, etc.	○	○	○	○	◉
c. They utilize their diverse knowledge and experience related to water and paper solutions, or aluminum compounds to help solve issues.	○	○	○	◉	○

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	Place no emphasis at all	Do not place emphasis	Cannot say either way	Place emphasis	Place strong emphasis
d. They respond promptly and adequately to your requests and inquiries.	○	○	○	○	◉
e. They take appropriate actions in response to malfunctions and troubles.	○	○	○	○	◉
f. Their products' features and performance are good.	○	○	○	◉	○
g. Their products are easy to operate and handle.	○	○	○	◉	○
h. Their products, technologies, and services are cost-effective.	○	○	○	○	◉

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	Place no emphasis at all	Do not place emphasis	Cannot say either way	Place emphasis	Place strong emphasis
i. The contents of their reports and other materials submitted are easy to understand.	○	○	○	○	◉
j. They accomplish to the end until the issue is solved.	○	○	○	○	◉

5. **With regard to Kurita's performance in making proposals and resolving issues, how satisfied are you with each of the following points?** *

Please select one response that fits best.

	Very dissatisfied	Dissatisfied	Cannot say either way	Satisfied	Very satisfied
a. Understands your needs and your facilities flow, and propose solutions to your issues	○	○	○	○	◉

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	Very dissatisfied	Dissatisfied	Cannot say either way	Satisfied	Very satisfied
b. Makes proposals that help improve your productivity.	○	○	○	○	◉
c. Makes proposals that help you reduce environmental impact by saving energy, saving water, etc.	○	○	○	○	◉
d. Leverages diverse knowledge and experience related to water & paper solutions, and aluminum compounds to help solve issues.	○	○	○	○	◉

6. **With regard to Kurita's responsiveness, how satisfied are you with each of the following points?** *

Please select one response that fits best.

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	Very dissatisfied	Dissatisfied	Cannot say either way	Satisfied	Very satisfied
a. Responds adequately to your requests and inquiries.	○	○	○	○	◉
b. Keeps to promised deadlines and methods for delivery.	○	○	○	○	◉
c. Takes appropriate actions in response to malfunctions and troubles.	○	○	○	○	◉

7. **With regard to the products, technologies and services that Kurita offers, how satisfied are you with each of the following points?** *

Please select one response that fits best.

	Very dissatisfied	Dissatisfied	Cannot say either way	Satisfied	Very satisfied
a. Features and performance are good.	○	○	○	○	◉

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	Very dissatisfied	Dissatisfied	Cannot say either way	Satisfied	Very satisfied
b. Easy to operate and handle.	○	○	○	○	◉
c. High cost performance index.	○	○	○	◉	○
d. Safety measures are taken.	○	○	○	○	◉
e. The contents of the reports and other materials submitted are easy to understand.	○	○	○	○	◉

8. **Do you think that Kurita web page provides content relevant to your needs?** *

Please select only one response that fits best.

1	2	3	4	5
Very dissatisfied				Very satisfied

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9. **With regard to Kurita's products, technologies, tools and services, please tell us what you are satisfied with or not.** *

Satisfactory and Unsatisfactory points

satisfying with good site coverage engineers

10. **With regard to the behavior of Kurita's employees, how satisfied are you with each of the following points?** *

Please select one response that fits best.

	Very dissatisfied	Dissatisfied	Cannot say either way	Satisfied	Very satisfied
a. Follow-up after delivery is good.	○	○	○	○	◉
b. Accomplishes to the end until the issue is solved.	○	○	○	○	◉
c. Views the facts objectively and detects issues accurately.	○	○	○	○	◉

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	Very dissatisfied	Dissatisfied	Cannot say either way	Satisfied	Very satisfied
d. Understands your rules and fulfills commitment.	○	○	○	○	◉
e. The timing and contents of the reports and communications are appropriate.	○	○	○	○	◉
f. The persons in charge are courteous and likable.	○	○	○	○	◉
g. The persons in charge are competent in terms of knowledge, skills, etc.	○	○	○	○	◉

11. **Do you feel that you would like to use Kurita's products, technologies or services continuously in the future?** *

Please select only one response that fits best.

1	2	3	4	5

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Will not use				Definitely would like to use

12. **Would you recommend our products and service to other companies?** *

Please select only one response that fits best.

1	2	3	4	5

Will not recommend				Definitely would like to recommend

13. **What is your overall level of satisfaction with Kurita?** *

Please select only one response that fits best.

1	2	3	4	5

Very dissatisfied				Very satisfied

14. **Please write freely any opinions or requests you have for Kurita.** *

Kurita team inside is very active and always supports.

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