

CUSTOMER SURVEY

We at Advanced Metal Etching would like to know how we are servicing you and how we can improve the quality of our customer service. We would appreciate it if you could help us by completing the survey and either email (marlie@metaetching.com) it back to Advanced Metal Etching or fax the survey to 260-894-4190, attention Marlie Gernhardt, Director of Quality.

Our Quality Policy at Advanced Metal Etching is to achieve excellence by improving quality, customer satisfaction, employee satisfaction, and efficiency on a daily basis. Feedback from our customers will help us achieve the excellence we all desire.

Please rate the following:

1. *When calling Advanced Metal Etching are you greeted appropriately?*
 Excellent Good Fair Poor
 Comments:

2. *Are questions and needs addressed in a polite and efficient manner?*
 Excellent Good Fair Poor
 Comments:

3. *The lead time to respond to a request for quotation.*
 Excellent Good Fair Poor
 Comments:

4. *Are the quotes easily understood?*
 Excellent Good Fair Poor
 Comments:

5. *How is the lead time for shipments?*
 Excellent Good Fair Poor
 Comments:

6. *How is our pricing within the competitive marketplace?*
 Excellent Good Fair Poor
 Comments:

7. *How do you rate our technical staff?*
 Excellent Good Fair Poor
 Comments:

8. *How is the staff's ability to service, be efficient, and be polite?*
 Excellent Good Fair Poor
 Comments:

9. *How would you rate our overall customer service?*
 Excellent Good Fair Poor
 Comments:

Customer Survey

10. How would you rate our overall quality?

Excellent Good Fair Poor
 Comments:

11. Do you have a rating system for vendors?

If yes, please attach a copy of our rating to this survey. Yes No

12. Have you ever received a corrective action response from us?

If so, how would you rate: Yes No

A. Response time

Excellent Good Fair Poor
 Comments:

B. Documentation

Excellent Good Fair Poor
 Comments:

C. Technical communication

Excellent Good Fair Poor
 Comments:

13. Are you QS or ISO registered?

If so, please check which system you are registered to and fill in the information below. Yes No

QS ISO certified to
 Certification Number Date of issue

Advanced Metal Etching would like to thank you for taking the time to complete this survey. We appreciate your input.

*Respectfully,
 Marlie Gernhardt, Director of Quality*

* Company Name

Completed by

(If emailing, not necessary)

Print Name

Signature

Title

Date

* Email address

* Required Field

We respect your privacy. This information is for our use only and will be kept confidential.