

EAST CAROLINA METAL TREATING, INC. CUSTOMER SATISFACTION SURVEY

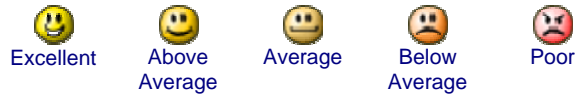
East Carolina Metal Treating is committed to the continuous improvement of the quality of services we provide to our customers. Your opinion is important to us, and we appreciate your taking a few moments to fill out the following form. Your responses will assist us in identifying areas which need improvement and ways to better serve all of our customers.

PARTICIPANT

Name: _____
 Title: _____
 Company: _____
 Address: _____
 City, State, Zip: _____
 E-mail: _____
 Telephone: _____
 Date: _____

INSTRUCTIONS

Please mark the responses which reflect your experience with East Carolina Metal Treating in comparison with your other suppliers.



QUALITY






| | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Quality of services and product | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Timeliness of corrective actions regarding quality issues | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Effectiveness of corrective actions taken | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Overall satisfaction with quality | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

DELIVERY

| | | | | | |
|---------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 5. Turnaround time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Accuracy of shipments | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Accuracy of documentation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Packaging | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Overall satisfaction with delivery | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

CUSTOMER SERVICE

| | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 10. Responsiveness to inquiries about in-process orders | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. Responsiveness to technical questions | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12. Prompt notification of quality problems and shipping delays | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13. Prompt and courteous handling of requests and complaints | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14. Overall satisfaction with service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| | | | | |
|--|--|--|--|--|
|  |  |  |  |  |
| Excellent | Above Average | Average | Below Average | Poor |

SALES

| | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 15. Responsiveness to sales inquiries | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 16. Timeliness and accuracy of price quotations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17. Value and price competitiveness of services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 18. Accuracy of invoices | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 19. Overall satisfaction with sales | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

OVERALL SATISFACTION

| | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 20. Overall satisfaction with East Carolina Metal Treating | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

COMMENTS

PLEASE RETURN BY MAIL OR FAX

East Carolina Metal Treating, Inc.
 1117 Capital Blvd.
 Raleigh, NC 27603
 919-834-2100
 fax 919-833-1764

Thank you!