

Date: Thursday, September 2, 2010, 4:19 PM

## **Survey Results**

Date taken: **Thursday, September 02, 2010**

Time stamping: **14:19:56.5583025PST**

Begin Survey

### **1. With respect to communication, how would you rate ASC on.....**

- A. Informing you about new products and services= **8**
- B. Informing you about the condition of your scales= **10**
- C. The usefulness of brochures and newsletters= **10**
- D. Contacting you to see how things are going= **8**

### **2. With respect to our technicians who service your equipment, how would you rate....**

- A. The technician who services your equipment= **10**
- B. The representative's knowledge of products= **10**
- C. Our employee's willingness to help= **10**
- D. Punctuality= **10**
- E. Billing accuracy= **10**
- F. Our employee's appearance= **10**
- G Our employee's general attitude= **10**
- H. The technicians' ability to communicate regarding problems and solutions= **10**

### **3. With respect to our sales engineers, how would you rate ASC on.....**

- A. Understanding your business and weighing needs= **8**
- B. Knowledge of weighing products and systems= **10**
- C. Contacting you often enough= **10**
- D. Being easy to reach= **10**
- E. Following up on your calls= **10**
- F. Ability to resolve problems= **10**
- G. Our employee's willingness to help= **10**
- H. Our employee's general attitude= **10**

### **4. With respect to rates, how would you rate ASC on.....**

- A. Our competitiveness on the price you pay for new equipment= **8**
- B. The value for the money you pay for service= **10**

### **5. With respect to customer relations, how would you rate ASC on.....**

- A. Offering solutions to your weighing needs= **8**
- B. Treating you like a valued customer= **10**

- C. Being easy to do business with= 10
- D. Doing whatever it takes to meet your needs= 10

**6. Are your calls to our office staff handled courteously and promptly?**

Yes

**7. If not using this service already, are you aware that we are ISO/IEC 17025 accredited?**

Yes

**8. Are you aware we offer rental scales for all your needs?**

Yes

**9. Are you aware that we offer test weight recertification, sales, and rentals?**

Yes

**10. Do you understand the contents of our calibration certificates?**

Yes

**11. Do our documents fit your needs? If not, what are your suggestions?**

Yes

**12. Would you recommend ASC to your business associates?**

Yes

**13. Considering your experience with ASC, overall how satisfied are you?**

Very Satisfied

**14. Do you have any positive or negative feedback for improvement of our management system, laboratory activities, or customer service?**

ASC Corp. is one of our easiest vendors to work with, I get what I want when I want it. The only thing I would like to see is maybe have someone come out and evaluate how we use your products and services in our system to see if there are ways for us to improve our process with other products and services you may offer???

**15. Contact information (optional):**

**Contact Name:** Jason Yelm

**Contact Company:** Accurate Color & Compounding

**City:** Aurora

**State:** IL

**Zip Code:** 60505

**16. Can we get your permission to use your comments as referral.**

Yes

End Survey