



2008 CUSTOMER FEEDBACK RESULTS

We are really happy to report the results of our 2008 customer survey. Our Service Department received a positive average of 9.29 out of 10 and our Sales Department was right behind with 9.17.

Highest scores were received for our willingness to help and our knowledge of products.

- 72% of the respondents said they were “very satisfied” with their experience with ASC.
- 28% indicated they were “satisfied” and no negative results were recorded.
- 100% of our customers indicated that they would recommend Automated Scale to their business associates!

Our weakest scores were in our communication skills. It seems we know more than we have shared with our customers. We will strive to improve on informing our customers and future customers concerning new products, innovations, and ways we have helped others with their weighing needs.

As one tool to improve our communication, we are starting an email information letter. We will email news and updates to any who would like to be included on the list. If you would like to be contacted this way, please email us at info@automatedscale.com and indicate that you would like your email address added to our address book.

We look forward to your continued input.

Sincerely,

Jim Brown
President