

|                              |                                     |       |
|------------------------------|-------------------------------------|-------|
| <b>VALLEY PERFORATING CO</b> | <b>Customer Satisfaction Survey</b> |       |
|                              |                                     |       |
|                              | 10/24/13                            | REV 2 |

Date: \_\_\_\_\_

Customer: \_\_\_\_\_

Location: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please rate the following factors based on the Valley Perforating Company's performance with your organization over the last 12 months.

| <b>Place an X in boxes that apply for rating.</b>  | QUALITY RATING                                     |   |                |   |   |                                       |   |           |   |   |  |   |           |   |   |
|--|--|---|----------------|---|---|---------------------------------------|---|-----------|---|---|--|---|-----------|---|---|
|  | How important is this factor to your organization? |   |                |   |   | How is Valley Perforating performing? |   |           |   |   | How does Valley Perforating compare to other suppliers in performance? |   |           |   |   |
|  | Not Important                                      |   | Very Important |   |   | Poor                                  |   | Excellent |   |   | Poor   |   | Excellent |   |   |
| QUALITY OF MATERIALS AND PERFORMANCE               | 1  | 2 | 3              | 4 | 5 | 1                                     | 2 | 3         | 4 | 5 | 1  | 2 | 3         | 4 | 5 |
| Overall Design Capability.                         |  |   |                |   |   |                                       |   |           |   |   |  |   |           |   |   |
| On Time Delivery.                                  |  |   |                |   |   |                                       |   |           |   |   |  |   |           |   |   |
| Product Performance.                               |  |   |                |   |   |                                       |   |           |   |   |  |   |           |   |   |
| Product Reliability.                               |  |   |                |   |   |                                       |   |           |   |   |  |   |           |   |   |
| Inquiry to Responses—Sales Quotes.                 |  |   |                |   |   |                                       |   |           |   |   |  |   |           |   |   |
| Response to Problems, Complaints, and Suggestions. |  |   |                |   |   |                                       |   |           |   |   |  |   |           |   |   |
| Cost requirements.                                 |  |   |                |   |   |                                       |   |           |   |   |  |   |           |   |   |
| Overall Performance.                               |  |   |                |   |   |                                       |   |           |   |   |  |   |           |   |   |

How can Valley Perforating Company increase the overall satisfaction with the products provided? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Evaluation Performed By:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_