



CUSTOMER SATISFACTION SURVEY

Please help East Coast Metrology build greater customer satisfaction by answering the following questions:

1. Would you recommend East Coast Metrology to your colleagues or to others in your industry?
Yes No
 2. If you answered NO to the previous question, please explain how we can improve to achieve an answer of yes:

 3. How likely are you to use East Coast Metrology again in the future?
Very likely Somewhat likely Somewhat unlikely Very unlikely
 4. If you answered "somewhat unlikely" or "very unlikely" to the previous question, please explain why:

 5. How would you rate your overall satisfaction with the quality of the products / services you receive from ECM?
Excellent Good Fair Poor
 6. How would you rate your overall satisfaction with on-time delivery of the products / services you receive from ECM?
Excellent Good Fair Poor
 7. How would you rate your overall satisfaction with your contact with ECM's customer service/sales personnel?
Excellent Good Fair Poor N/A
 8. How would you rate your overall satisfaction with your contact with East Coast Metrology's technical representatives?
Excellent Good Fair Poor N/A
 9. Please rank order the elements you are looking for when you choose a metrology source, from 1 (most important) to 6 (least important)?
Quality of product On-time delivery Positive company contact
Order fulfilling Other _____
 10. In your opinion, what are East Coast Metrology's strengths: _____

 11. In your opinion, what are East Coast Metrology's weaknesses: _____

 11. What more can East Coast Metrology do to enhance your level of satisfaction with our services and/or products?

 12. Additional comment: _____
- Name _____ Position _____
Company _____ Phone#: _____
Date _____

THANK YOU FOR COMPLETING THIS SURVEY.

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