◆ Gaskets ◆ Extrusions ◆ Molding ◆ Lathe Cutting ◆ Precision Water Jet Cutting ◆ Gaskets ◆ Extrusions ◆ Molding ◆

West Coast Gasket Co
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Customer Satisfaction Survey 2009

Dear Sir / Madam
We strive for continual improvement here at West Coast Gasket. In order to assist us, please complete and return the following survey.

1. What do you like most about doing business with West Coast Gasket?
(Check all that apply)

☐ Technical Service ☐ Product Development ☐ Quality
☐ Customer Service ☐ Lead Time ☐ Delivery on confirmed date
☐ Quote Response ☐ Competitive Price ☐ Other

2. Where would you like to see improvement?
(Check all that apply)

☐ Technical Service ☐ Product Development ☐ Quality
☐ Customer Service ☐ Lead Time ☐ Delivery on confirmed date
☐ Quote Response ☐ Competitive Price ☐ Other

3. Of the categories listed above, which category does the competition meet or exceed West Coast Gasket?

_____

4. Please rate the following

West Coast Gasket Lead Time

☐ Great ☐ Good ☐ Average ☐ Need Improvement

West Coast Gasket Product Quality

☐ Great ☐ Good ☐ Average ☐ Need Improvement

Do you intend increasing business with West Coast Gasket

☐ yes we do ☐ steady ☐ decrease business ☐ don't know

As your supplier, what one word or phrase describes West Coast Gasket

_____

Customer Name: _____
Address: _____
_____
Phone: _____
Email: _____

Thank you for your time. We appreciate your business and the opportunity to be your supplier.

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