

Tanksley Machine & Tool Inc.
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Dear Customer

In Tanksley Machine & Tool Inc.'s endeavor to better support our customer's quality and service needs we invite you to participate in this Customer Satisfaction Survey. The metrics supplied to our organization through this survey provide indicators of any possible areas of dissatisfaction as well as opportunities for improvement in our customer's relationship with our organization. This survey will also drive any possible corrective and preventive actions associated with our AS9100C Quality Management System and continual improvement therein.

The survey on the following page has simple instructions and can be completed in approximately ten minutes. It is preferable that the form be filled out in its electronic format (will require enabling macros) and emailed to the Quality Manager listed below. If this is not possible for you, just fill in a hardcopy and fax or email it to the attention of the QA Manager.

Thank you in advance for your cooperation in this matter,

Lee Nelms
Lee Nelms
Quality Manager

Tanksley Machine & Tool Inc. Contacts:

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Customer Satisfaction Survey

Company Name:

Type of Industry:

Respondent's Name & Position:

Date Completed:

Please rank each category in the order of importance that your company places in selecting suppliers.
Priority Ranking: A- Top Priority, B, C, D, E, F-Last Priority.

Please rate the questions in each category using the performance rating system described below.
Performance Rating: 6-Exceptional; 5-Very Well; 4-Above Average; 3-Average; 2-Below Average; 1-Poor.

Category	Priority Ranking	Performance Rating (Enter "x" as appropriate)						
		6	5	4	3	2	1	n/a
1. Customer Service								
Do we assist you in a friendly, courteous, and timely manner?								
Are we helpful with your inquiries?								
Do we accommodate your service needs?								
Do we supply you with order information/status as needed?								
How do we compare with your best supplier in overall customer service?								
2. Quality								
Do we consistently meet your product specifications and quality requirements?								
How do we compare with your best supplier in overall quality?								
3. Delivery Performance								
Do shipments arrive on time at your facility?								
Are shipments identified and received in good condition?								
Are our lead times suitable to your needs?								
How do we compare with your best supplier in overall delivery performance?								
4. Quotation and Pricing								
Do we respond in a timely manner to your quotation request?								
Are we competitive in our pricing?								
How would you rate our pricing relative to our competition?								
5. Technical Support								
Are we helpful in adding value to the bottom line of your business?								
Does our technical and process knowledge meet your needs?								
How do we compare with your best supplier in overall technical support?								
6. Overall Performance								
How does Tanksley Machine & Tool Inc. compare with your best supplier in overall product and service quality?								

What dissatisfaction if any do you have with Tanksley Machine & Tool Inc.?

What recommendations would you make to improve our product/service quality?

What additional manufacturing capabilities would you want to see from us?