



Customer Satisfaction Survey

Dear Valued Client:

We at Nor-Cal Controls value your business and strive, through our Continuous Improvement Process, to maintain customer satisfaction as our top priority. To comply with **ISO 9001:2008** standards and our dedication to continuous improvement, we incorporate feedback from our clients.

Your input is valued. The information from this survey is very important to identify areas that our clients feel we need to improve. The benefit is our improved awareness to your company's requirements and expectations!

Thank you for making us a better supplier.

Sincerely,

Robert Keller - President
Nor-Cal Controls, Inc.

Customer Satisfaction Survey (Please check the response which best applies)

1. All phone calls are handled in a prompt, courteous, and professional manner

Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

2. Our ability to provide the product technical support you require

Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

3. Request for Quotes are supplied promptly, accurate, and complete

Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

4. Are we meeting your required lead times and shipments are error free

Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

5. Based on your recent experience, how satisfied are you with Nor-Cal Controls

Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

What would you most like to see us improve or change?

Optional: Company Name: _____

Completed by: _____ Date: _____

Please return this survey to rkeller@norcal4air.com