

# 2005 Customer Satisfaction Survey Results

Our customer satisfaction survey consisted of the following 6 questions.

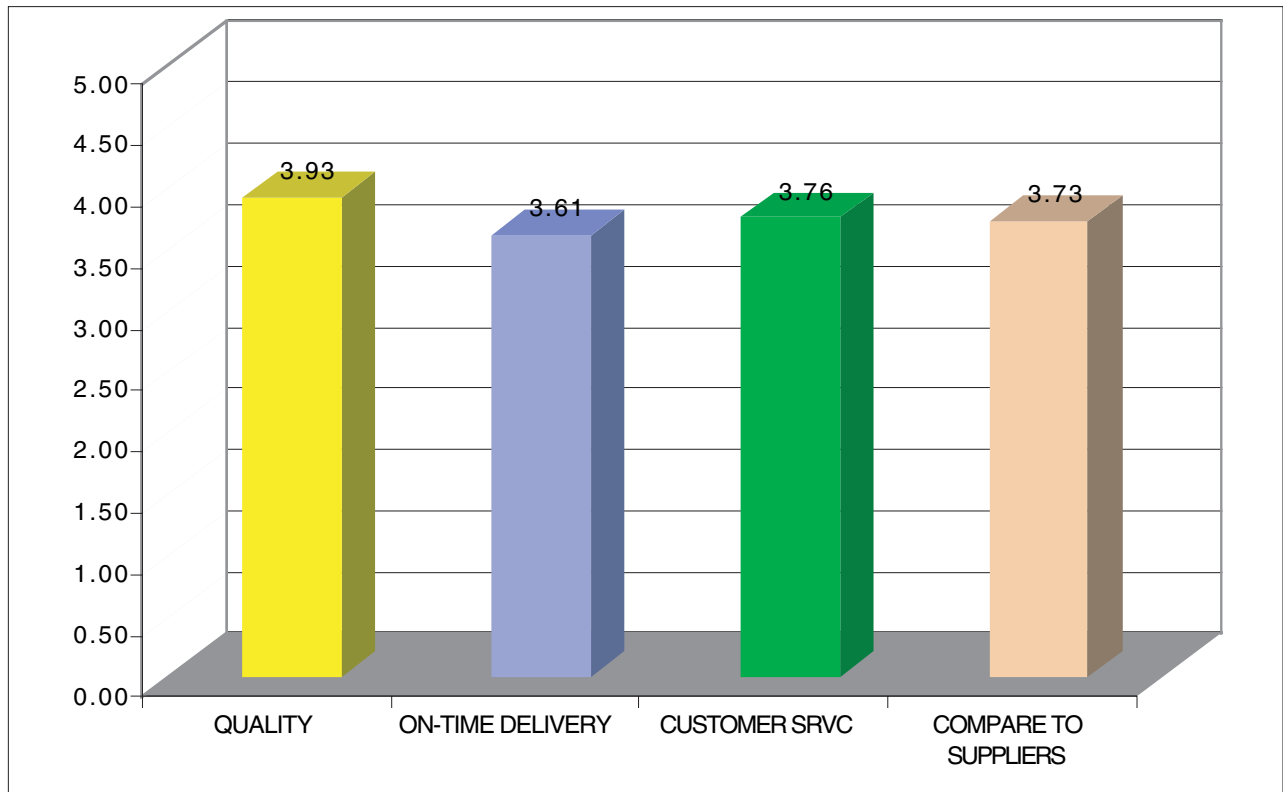
1. How would you rate the quality of products you receive from Trebnick Systems?
2. How would you rate our on-time delivery performance?
3. How would you rate our customer service?
4. If there was a problem with your order, was it corrected in a timely and professional manner?
5. Would you recommend our services to other associates?
6. How would you rate Trebnick Systems compared to other suppliers?

The results were based on a number system from 1-5 and YES or NO answers. On our scale 1 was the lowest score and 5 was the highest. Questions 1-3 & 6 are based on the number scale while 4 & 5 are Yes, No or N/A.

The results of question 1, 2, 3, and 6 are listed below:

1. How would you rate the quality of products you receive from Trebnick Systems?
2. How would you rate our on-time delivery performance?
3. How would you rate our customer service?
6. How would you rate Trebnick Systems compared to other suppliers?

## Results of Questions 1,2,3 and 6



## 2005 Customer Satisfaction Survey Results Continued.

The results of question 4 & 5 are listed below:

4. If there was a problem with your order, was it corrected in a timely and professional manner?  
When asked respondents scored Trebnick Systems at 85.7% Yes and 14.3% No, to whether the order was corrected in a timely and professional manner.
5. Would you recommend our services to other associates?  
When asked we received Yes for 89.7% and No for 10.3% responses to whether we would be recommended to others.

### Results of Questions 4 and 5

