

G.H. Haws and Associates, Inc. Customer Survey

Please take a moment to let us know how we are doing. Your contribution is valuable to us and we will strive to incorporate the information you provide into our continuous improvement efforts. Please FAX this form back to G.H. Haws and Associates, Inc. at the fax number shown below.

Please rate your satisfaction with our Customer Service Department										
	Poor		Fair		Avg.		Good		Excellent	
Calls are answered promptly and courteously	1	2	3	4	5	6	7	8	9	10
Helpful and Pleasant	1	2	3	4	5	6	7	8	9	10
Timely response to inquiries	1	2	3	4	5	6	7	8	9	10
Resolution of discrepancies	1	2	3	4	5	6	7	8	9	10
Accessibility of Outside Sales Engineers	1	2	3	4	5	6	7	8	9	10
Outside Sales Engineers Technical Support	1	2	3	4	5	6	7	8	9	10
Inside Sales Support	1	2	3	4	5	6	7	8	9	10

Mark the number that best matches how you feel about the statement										
In my opinion:	Strongly Disagree			Neutral				Strongly Agree		
G.H. Haws and Associates, Inc. has exceeded my expectation for quality	1	2	3	4	5	6	7	8	9	10
G.H. Haws and Associates, Inc. has exceeded my expectation for delivery	1	2	3	4	5	6	7	8	9	10
G.H. Haws and Associates, Inc. has exceeded my expectation for price	1	2	3	4	5	6	7	8	9	10
G.H. Haws and Associates, Inc. products are a good value	1	2	3	4	5	6	7	8	9	10

Compared to our competition, how does G.H. Haws and Associates, Inc. compare in:			
Overall Quality	Better than most	Same as most	Worse than most
Speed (responsiveness, flexibility)	Better than most	Same as most	Worse than most
Delivery	Better than most	Same as most	Worse than most
Service	Better than most	Same as most	Worse than most

Compared to last year	Better than 2006	Same as 2006	Worse than 2006
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Comments:	
Name:	Company:

Thank you for your feedback. The results will help us improve our service to you. G.H. Haws and Associates, Inc. will quarterly review, analyze, and trend the surveys, and present them during management review meetings. Actions to surveys will be assigned and flow through the existing CAR/PA/CI systems

Phone: 630-553-6681

G.H. Haws and Associates, Inc.

Fax: 630-553-6676