

## The Company • Customer Satisfaction Survey General Results

20. Did the performance and results of the engineering department fail, meet, or exceed your expectations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fail	2	3.6	5.9	5.9
	Meet	22	39.3	64.7	70.6
	Exceed	10	17.9	29.4	100.0
	Total	34	60.7	100.0	
Missing	System	22	39.3		
Total		56	100.0		

20. If fails, why?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		54	96.4	96.4	96.4
	4 month project took 10 months	1	1.8	1.8	98.2
	Unable to redesign poor components	1	1.8	1.8	100.0
	Total	56	100.0	100.0	

21. How does the Company's engineering department compare to the competition - better, worse, or about the same?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Worse	1	1.8	2.9	2.9
	About the same	14	25.0	41.2	44.1
	Better	18	32.1	52.9	97.1
	Unsure	1	1.8	2.9	100.0
	Total	34	60.7	100.0	
Missing	System	22	39.3		
Total		56	100.0		

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**38. Did the performance and results of the service and warranty department fail, meet, or exceed your expectations?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fail	3	5.4	10.7	10.7
	Meet	14	25.0	50.0	60.7
	Exceed	11	19.6	39.3	100.0
	Total	28	50.0	100.0	
Missing	System	28	50.0		
Total		56	100.0		

**38. If fails, why?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		53	94.6	94.6	94.6
	Expense exceeded \$4000	1	1.8	1.8	96.4
	Not timely hard to get response	1	1.8	1.8	98.2
	Poor performance	1	1.8	1.8	100.0
	Total	56	100.0	100.0	

**39. How does the Company's service department compare to the competition - better, worse, or about the same?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Worse	2	3.6	7.1	7.1
	About the same	9	16.1	32.1	39.3
	Better	17	30.4	60.7	100.0
	Total	28	50.0	100.0	
Missing	System	28	50.0		
Total		56	100.0		

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41. When dealing with a company like the Company, what is the ONE MOST important factor in selecting a company to work with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Price/Value	11	19.6	19.6	19.6
	Warranty and Service	5	8.9	8.9	28.6
	Technical Capability	5	8.9	8.9	37.5
	Delivery in a timely fashion	3	5.4	5.4	42.9
	Responsiveness	6	10.7	10.7	53.6
	Past performance/experience	15	26.8	26.8	80.4
	Other	10	17.9	17.9	98.2
	Unsure/NA	1	1.8	1.8	100.0
	Total	56	100.0	100.0	

41. When dealing with a company like the Company, what is the ONE MOST important factor in selecting a company to work with? - Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		45	80.4	80.4	80.4
	Single dealer	1	1.8	1.8	82.1
	Good product	1	1.8	1.8	83.9
	Honesty	1	1.8	1.8	85.7
	Integrity	1	1.8	1.8	87.5
	Machine reliability	1	1.8	1.8	89.3
	Meeting needs	1	1.8	1.8	91.1
	Open, honest, and timely communication	1	1.8	1.8	92.9
	Quality	1	1.8	1.8	94.6
	Support after its on his floor	1	1.8	1.8	96.4
	Trust	1	1.8	1.8	98.2
	Truthfulness	1	1.8	1.8	100.0
	Total	56	100.0	100.0	

## The Company • Customer Satisfaction Survey

### General Results

45. How would you rate the ease of doing business with the Company; very difficult, somewhat difficult, fairly easy, or very easy?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very difficult	1	1.8	1.8	1.8
	Somewhat difficult	1	1.8	1.8	3.6
	Fairly easy	32	57.1	57.1	60.7
	Very easy	22	39.3	39.3	100.0
	Total	56	100.0	100.0	

46. Why did you rate it as such?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		4	7.1	7.1	7.1
	"Easy to do business with" and accommodating	1	1.8	1.8	8.9
	Because of level of experience & level of expectations	1	1.8	1.8	10.7
	Call 1 person - get all info you need, short process and great support	1	1.8	1.8	12.5
	Cost constraints hard to find good price point	1	1.8	1.8	14.3
	Did a lot of studies for them at no cost	1	1.8	1.8	16.1
	Few points of contact, rapid answers	1	1.8	1.8	17.9
	Flexible company, not greedy upfront	1	1.8	1.8	19.6
	Focused on right thing for customer, customer service	1	1.8	1.8	21.4
	Good communication - few surprises	1	1.8	1.8	23.2
	Good people with a deep understand of our requirements	1	1.8	1.8	25.0
	Good sales rep	1	1.8	1.8	26.8
	Good team efforts	1	1.8	1.8	28.6
	Great communication	1	1.8	1.8	30.4
	Haven't found a vendor that's very easy	1	1.8	1.8	32.1
	I have an excellent sales rep.	1	1.8	1.8	33.9
I have better experience with other suppliers	1	1.8	1.8	35.7	