CUSTOMER SURVEY

CUSTOMER: [redacted]
CONTACT: [redacted]
ADDRESS: [redacted]
CITY, STATE, ZIP: [redacted]
TELEPHONE/FAX: [redacted]
E-MAIL ADDRESS: [redacted]

DATE: 2/17/09
SURVEY SUBMITTED BY: [redacted]
TITLE/DEPARTMENT: Commodity Mgr
TELEPHONE/FAX: [redacted]
E-MAIL ADDRESS: [redacted]

OVERALL RATING 1 (low) through 5 (highest)	0-100%

1)-expectations not met
2)-expectations below average-improvements required
3)-somewhat met expectation
4)-meets expectations
5)-exceeds expectations

	Circle one	%
1. Communication, response time, issue reporting	1 2 3 4 5	
2. Overall price structure-fluctuations, market prices, impacts	1 2 3 4 5	
3. Delivery performance-on time, early, late, keeping informed	1 2 3 4 5	
4. Packaging-integrity, condition, material used	1 2 3 4 5	
5. Changes to orders-in progress, price increase, delivery schedule	1 2 3 4 5	
6. Paperwork provided-complete, accurate	1 2 3 4 5	
7. In house staff-order taken, sales personnel	1 2 3 4 5	
8. Corrective action response, accuracy, thoroughness, effectiveness	1 2 3 4 5	
9. Overall expectations being met of parts, product or service	1 2 3 4 5	
10. Overall professionalism of staff	1 2 3 4 5	
TOTAL SCORE	45	

OBSERVATIONS/COMMENTS/CHANGES YOU WOULD LIKE TO SEE:

- First worked w/ myself to support M-ATV, not an easy project since deliveries are very aggressive, but Blue Fin rose to the challenge.

- Open line of communication, if bid is going to be late we receive heads-up before the due date.

CUSTOMER SIGNATURE: [signature] DATE: 2/16/09
TITLE: Commodity Mgr, Integrated Supply + Auxiliary Systems

PLEASE FAX BACK AT NUMBER LISTED ABOVE-THANK YOU

IN HOUSE USE ONLY		
Received by:	*Date:*	*Posted:*
Action required:		
Assigned to:	*Due Date:*	