

# CUSTOMER SURVEY

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

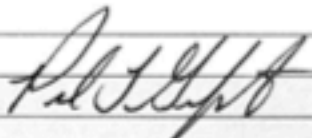
DATE: 2/19/2009

SURVEY SUBMITTED BY: [REDACTED]  
 TITLE/DEPARTMENT: [REDACTED]  
 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)
<b>TOTAL SCORE</b>	

**OBSERVATIONS/COMMENTS/CHANGES YOU WOULD LIKE TO SEE:**

I want to disclose my true appreciation to Blue Fin International staff and especially Travis Thoman for the dedication and reliability that has shown to all BAE Procurement personnel. We look forward to working with you in the future.

CUSTOMER SIGNATURE:  DATE: 2-19-09  
 TITLE: Buyer

**PLEASE FAX BACK AT NUMBER LISTED ABOVE-THANK YOU**

**IN HOUSE USE ONLY**

Received by: \_\_\_\_\_ Date: \_\_\_\_\_ Posted: \_\_\_\_\_  
 Action required: \_\_\_\_\_

Document : F-700      Revision: A      Issue Date: 01/03/08