



CUSTOMER SATISFACTION SURVEY

Dear Valued Customer,

We at New Metals, Inc. value our relationships with our customers, and it is our goal to provide you the best possible products and service in our industry. To do so, we would like your assistance in evaluating how we are doing, what we do well, and where we need improvement.

At New Metals, Inc., we desire to take customer satisfaction to a higher level through continuous quality improvement. We believe the best way to measure our product and service quality, is by asking you, our customers, to provide a candid, honest evaluation of our performance.

Please help us serve you and others better by taking a few moments to complete our Customer Satisfaction Survey.

CUSTOMER INFORMATION
SURVEY COMPLETED BY:
NAME:
DATE:
COMPANY:
PHONE:
ADDITIONAL COMMENTS:

PRE-SALE SERVICE

1.- How do you rate New Metals, Inc. in the following pre-sale service areas?:

	Excellent					Poor				
Ease of reaching sales dept.	5	4	3	2	1	5	4	3	2	1
Quotation response time	5	4	3	2	1	5	4	3	2	1
Clarity of information	5	4	3	2	1	5	4	3	2	1
Availability of samples	5	4	3	2	1	5	4	3	2	1
Documentation flow	5	4	3	2	1	5	4	3	2	1
Quality of sales literature	5	4	3	2	1	5	4	3	2	1

Comments:

POST-SALE SERVICE

2.- How do you rate New Metals, Inc. in the following post-sale service areas?:

	Excellent					Poor				
Material availability	5	4	3	2	1	5	4	3	2	1
Lead-times	5	4	3	2	1	5	4	3	2	1
Promise fulfillment	5	4	3	2	1	5	4	3	2	1
Credit and invoicing	5	4	3	2	1	5	4	3	2	1
Shipment paperwork	5	4	3	2	1	5	4	3	2	1
Reaction to complaints	5	4	3	2	1	5	4	3	2	1
Freight carrier service	5	4	3	2	1	5	4	3	2	1
Ease of reaching sales dept.	5	4	3	2	1	5	4	3	2	1

Comments:

PRODUCT QUALITY

3.- How do you rate New Metals, Inc.'s product quality in the following areas?:

	Excellent					Poor				
Overall quality	5	4	3	2	1	5	4	3	2	1
Product appearance	5	4	3	2	1	5	4	3	2	1
Product arrival condition	5	4	3	2	1	5	4	3	2	1
Product packaging	5	4	3	2	1	5	4	3	2	1
Compliance to specifications	5	4	3	2	1	5	4	3	2	1

Comments:

SALES PERSONNEL

4.- How do you rate New Metals, Inc.'s INSIDE sales personnel?

	Excellent					Poor				
Attitude	5	4	3	2	1	5	4	3	2	1
Availability	5	4	3	2	1	5	4	3	2	1
Response time	5	4	3	2	1	5	4	3	2	1
Product knowledge	5	4	3	2	1	5	4	3	2	1
Problem solving ability	5	4	3	2	1	5	4	3	2	1
Communication skills	5	4	3	2	1	5	4	3	2	1

Comments:

PERSONALIZED ATTENTION

5.- How do you rate New Metals, Inc.'s OUTSIDE sales personnel?

	Excellent					Poor				
Frequency of visits	5	4	3	2	1	5	4	3	2	1
Length of visit	5	4	3	2	1	5	4	3	2	1
Information provided	5	4	3	2	1	5	4	3	2	1
Handling of complaints	5	4	3	2	1	5	4	3	2	1
Product knowledge	5	4	3	2	1	5	4	3	2	1
Availability on short-notice	5	4	3	2	1	5	4	3	2	1

Comments:

6.- What is the main reason you do business with New Metals, Inc.?

7.- In what areas does New Metals, Inc. need improvement to become a better supplier?

PLEASE RETURN THIS SURVEY VIA POSTAL MAIL, FAX (1-888-813-4275) OR E-MAIL (SURVEY@NEWMETALS.COM).