

Dear VALUED CUSTOMER,

Thank you for giving us the opportunity to serve your company better. Please help us by taking a few minutes to tell us about the product and services that you have received so far. We appreciate your business and want to make sure we meet your expectations.

1: Sales Experience

Overall, we are very satisfied with Flow Safe in providing pressure safety relief valves (PSRV).

- Strongly Agree
- Somewhat Agree
- Neither Agree nor Disagree
- Somewhat Disagree
- Strongly Disagree

	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
Flow Safe sales representatives are well trained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flow Safe sales representatives are knowledgeable and professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Flow Safe account manager responds to my inquiries in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flow Safe sales representatives act in my best interest.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the Flow Safe sales representatives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is the likelihood of placing another order with Flow Safe?

- Better, based on performance
- About the same
- Worse, based on performance

2: Delivery

With regard to the agreed upon due date, was your product received...

- Earlier than the due date
- On time
- A few days past due date
- One to two weeks late
- More than three weeks late

Upon delivery, in what form was the product received...

- No damage to box, crate or product.
- Container was damaged, but product was unscathed.
- Both the container and product had damage.

3: Customer Service

Overall, how satisfied is your company with Flow Safe?

- Delighted
- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Not at all satisfied

Have your company ever contacted customer service?

- Yes
- No

If your company has contacted Flow Safe customer service, have all problems been resolved to your complete satisfaction?

- Yes, by the company or its representatives.
- Yes, by me or someone outside the company
- No, the problem was not resolved

Based on your awareness of pressure relief valves is Flow Safe better, the same, or worse than our competitors?

- Much Better
- Better
- About the same
- Worse
- Much Worse

Based on your experience with Flow Safe, how likely is your company to purchase our product again?

- Definitely will
- Probably will
- Might or might not
- Probably will not
- Definitely will not

If you would like to share any additional comments or experiences about Flow Safe, please enter them below.

What did we do really well?

Please share with us a few things Flow Safe could do better.

4: Technical Documentation

How satisfied is your company...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
...with the appropriateness of the documentation to your needs?	<input type="checkbox"/>				
...with the quality of the documentation delivered with your system?	<input type="checkbox"/>				
...with the accuracy of the documentation delivered?	<input type="checkbox"/>				
...with the usability of the documentation provided?	<input type="checkbox"/>				
...overall with the documentation provided?	<input type="checkbox"/>				

Please tell us what Flow Safe should do to improve the quality of the documentation.

Flow Safe understands the service needs of my organization.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Overall, how satisfied is your company with the amount of contact between you/your organization and Flow Safe's service / sales team?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

How would your company rate Flow Safe overall?	Poor	Fair	Good	Very Good	Excellent
Overall, the quality of Flow Safe's sales organization's service is	<input type="checkbox"/>				
Overall, the value of Flow Safe's services compared with the price paid is	<input type="checkbox"/>				

Would your company recommend Flow Safe's services to colleagues or contacts within your industry?

- Yes
- No

Name / Title of person completing this Survey:

Email or phone # where we may contact you:

KINDLY RETURN THE COMPLETED SURVEY TO OUR QUALITY ENGINEER AT COCONNELL@FLOWSAFE.COM.