



## Customer Satisfaction Survey

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 relief valves (PRVs).

- ☐ 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="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Flow Safe sales representatives are knowledgeable and professional.        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| The Flow Safe account manager responds to my inquiries in a timely manner. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Flow Safe sales representatives act in my best interest.                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall, I am satisfied with the Flow Safe sales representatives.          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> |

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

- ☐ More, based on performance  
☐ About the same  
☐ Less, based on performance

### 2: Delivery

Regarding 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

### Has 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.

[illegible]

## What did we do really well?

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

[illegible]

#### 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"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ...with the quality of the documentation delivered with your system? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ...with the accuracy of the documentation delivered?                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ...with the usability of the documentation provided?                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ...overall with the documentation provided?                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall, the value of Flow Safe's services compared with the price paid is | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <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: \_\_\_\_\_

Who was your Flow Safe sales representative: \_\_\_\_\_

KINDLY RETURN THE COMPLETED SURVEY TO [Nick.Hoisington@DresserUtility.com](mailto:Nick.Hoisington@DresserUtility.com)