



1419 S. Belden St. McHenry, IL 60050

“We are totally committed to meeting the quality needs and expectations of all of our customers.”

Customer Satisfaction Survey

Our AS9100 & ISO 9001:2000 Quality System ensures that we focus on continuous improvement, so please take a few moments to complete this survey so we can determine how to serve you better. Responses can be faxed to 815-344-1950 or mailed to the address above. Your input is greatly appreciated!

Please check the function(s) that best describes your role within your organization:

Purchasing Engineering Production Quality President/VP/Admin
 Other _____

The following questions address your level of satisfaction with various areas at M-1. Please respond to those areas which you either interact or have knowledge. Using the scale provided, where 1 is 'Not Satisfied' and 10 is 'Completely Satisfied' or N/A if not applicable, circle the number that best corresponds with your level of satisfaction.

Product Quality: How satisfied are you with **M-1's Product Quality** with regard to:

Overall Product Workmanship	10	9	8	7	6	5	4	3	2	1	N/A
Product Conformance	10	9	8	7	6	5	4	3	2	1	N/A
Product Cleanliness	10	9	8	7	6	5	4	3	2	1	N/A
Overall Product Accuracy	10	9	8	7	6	5	4	3	2	1	N/A

Product Delivery: How Satisfied are you with **M-1's Product Delivery** with regard to:

Overall Delivery	10	9	8	7	6	5	4	3	2	1	N/A
Order Shipped When Promised	10	9	8	7	6	5	4	3	2	1	N/A
Product Arrived in Good Condition	10	9	8	7	6	5	4	3	2	1	N/A
Accuracy of Shipment Contents	10	9	8	7	6	5	4	3	2	1	N/A
Accuracy of Paperwork	10	9	8	7	6	5	4	3	2	1	N/A

Competition: In terms of **our Competition**, how would you rank your level of satisfaction with **M-1** with regard to:

Overall Compared to the Competition	10	9	8	7	6	5	4	3	2	1	N/A
Product Quality & Workmanship	10	9	8	7	6	5	4	3	2	1	N/A
Product Support	10	9	8	7	6	5	4	3	2	1	N/A
Capabilities Range	10	9	8	7	6	5	4	3	2	1	N/A
Customer Service	10	9	8	7	6	5	4	3	2	1	N/A

Overall Relationship: Overall, how satisfied are you with **M-1 Tool Works** with regard to:

Understands My Needs & Applications	10	9	8	7	6	5	4	3	2	1	N/A
Responsiveness	10	9	8	7	6	5	4	3	2	1	N/A
Resolution of Quality Issues	10	9	8	7	6	5	4	3	2	1	N/A
Dependability	10	9	8	7	6	5	4	3	2	1	N/A

How likely is it that you would **recommend M-1 Tool Works** to someone else?

Very Likely										Very Unlikely
10	9	8	7	6	5	4	3	2	1	

Customer Name (Optional)

Company (Optional)

Title (Optional)

Address (Optional)

E-mail Address (Optional)

Phone Number (Optional)

Do you have any additional comments or suggestions that you would like to share with us?

THANK YOU FOR TAKING THE TIME TO COMPLETE M-1 TOOL WORKS' CUSTOMER SATISFACTION SURVEY!!!