



# TRANSPORTATION RESEARCH CENTER INC.

10820 S.R. 347, East Liberty, OH 43319-0367

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## CUSTOMER SURVEY

Customer Name:

Project Title:

Your survey input is very important to us. If a rating area does not apply, please leave it blank.

Please provide ratings for the following items, using the following rating scale:

Excellent	Exceeded Expectations	Met Expectations	Below Expectations	Poor
5	4	3	2	1

How would you rate TRC Inc.'s overall performance? \_\_\_\_\_

Rating	Rating Area	Comments
	<b>Test Parameter &amp; Data Accuracy</b> (properly prepared vehicle & equipment, test performed according to test plan)	
	<b>Accurate Deliverables</b> (test report complete; proper test article disposition; images, data, measurements and invoice correct)	
	<b>Employees</b> (knowledge & experience, effective communicators, current knowledge of regulations)	
	<b>Organization &amp; Planning</b> (schedule of events, duration of test, availability of personnel & equipment)	
	<b>Timely Deliverables</b> (deliverables at agreed time or in requested time frame)	
	<b>Communications</b> (adequate communication - voice mail, e-mail, internet)	
	<b>Schedule &amp; Flexibility</b> (allocation of test dates, short notice changes, handling of delayed parts & equipment)	
	<b>Security &amp; Confidentiality</b> (access control, handling of test data, handling of test vehicles & components)	
	<b>Facility</b> (current technology, facilities well-maintained, up-to-date instrumentation)	
	<b>Cost</b> (good value)	

Please rate the cost of this test by TRC Inc. compared to the cost of similar services at another facility?

<input type="checkbox"/> Much more costly	<input type="checkbox"/> Somewhat more costly	<input type="checkbox"/> Comparable	<input type="checkbox"/> Somewhat less costly	<input type="checkbox"/> Much less costly
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How did the quality of this test compare to the quality of similar services at another facility?

<input type="checkbox"/> Much better quality	<input type="checkbox"/> Somewhat better quality	<input type="checkbox"/> Comparable	<input type="checkbox"/> Somewhat lower quality	<input type="checkbox"/> Much lower quality
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At your option, please provide the name of the facility with which you are comparing TRC Inc.:

\_\_\_\_\_

Would you recommend TRC Inc.'s services to a colleague?  yes  no  unsure

If you answered "unsure" or "no," why?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is there anything in TRC Inc.'s facilities or operation that you would like to see added or changed?

Explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Would you like us to send a brochure to someone? If so, please provide the following information:

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Country: \_\_\_\_\_

Ph: \_\_\_\_\_

May we use your name as an introduction when corresponding with this person?  yes  no

Thank you for the opportunity to serve you!

*Jeffrey A. Sprague*

Jeffrey A. Sprague

President

Transportation Research Center Inc.

Survey Completed By:

\_\_\_\_\_

Date: \_\_\_\_\_