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## Customer Satisfaction Survey

**Your comments are very important to us.** In order to continuously improve UST's services to our valued customers, it's important to know how we're doing. This survey allows us to read/act upon any issues/concerns/comments that you may have so we can increase your satisfaction with UST. Please note that all information is held confidentially by UST and the length of time to complete the survey is approximately 5 minutes. It would be appreciated if you could return via fax or e-mail.

*Please complete the following:*

**Company Name:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_

Please use the following scale when completing each line item:

**Please print out the survey, complete and fax or email back to: 201.475.8710 or info@ustechnologies.com**

1	Not satisfied at all
2	Somewhat Satisfied
3	Satisfied
4	Very Satisfied
5	Extremely Satisfied

**Person's name completing survey:**

\_\_\_\_\_

**Title:** \_\_\_\_\_

**Telephone number:** \_\_\_\_\_ (in case you want us to call you )

**For each item identified below, circle the number to the right that best fits your judgment of satisfaction. Use the scale above to select the respective satisfaction number. If a question is not applicable, please skip.**

Description / Identification of Survey Item	Scale				
	1	2	3	4	5
1. How satisfied are you with UST's customer service when calling in?	1	2	3	4	5
2. How satisfied are you with your UST account representative (call backs, understanding your needs, timeliness)?	1	2	3	4	5
3. How satisfied are you with the timeliness of your repair service (turnaround)?	1	2	3	4	5
4. How satisfied are you with the price you received for your repair?	1	2	3	4	5
5. How satisfied are you with the process of placing orders with UST?	1	2	3	4	5

6. How satisfied are you with the performance of your product that has been serviced by UST?	1	2	3	4	5
7. How satisfied are you with getting call backs from UST personnel (other than your sales representative)?	1	2	3	4	5
8. How satisfied are you with ability to look up your order status via the UST website?	1	2	3	4	5
9. How satisfied are you with the packaging of your products that you receive back from UST?	1	2	3	4	5
10. How satisfied are you with the accuracy and completeness of the invoices that you receive?	1	2	3	4	5
11. How satisfied are you with UST's warranty program?	1	2	3	4	5
12. How satisfied are you with technical support you've received from UST?	1	2	3	4	5

What improvements would make you more satisfied with UST?

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How would you describe UST's performance/value as it relates to other servicing companies that you may use? (Are we better, worse, same)

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Would you like someone at UST to contact you directly about any issues that you are having? Yes No <<<<(Please circle). Please describe the issue(s) you are having:

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UST has two new websites; [www.ustpowersupply.com](http://www.ustpowersupply.com) and [www.vmebusdirect.com](http://www.vmebusdirect.com). Have you been to either of these new sites? Yes No (please circle one)

If you have been to the website(s), did you find it: (please circle either yes or no for each)

Helpful	YES	NO
Easy to use	YES	NO
Easy to understand	YES	NO
Informative	YES	NO
Good overview of UST's services	YES	NO

In the next 2 – 6 months UST will be launching a number of new web sites to reflect its full line of Legacy Repair Support and Design/Engineering/ Manufacturing offerings. Would you like UST to add you to its marketing mailing list? Yes No (please circle one). Please provide us the email address where we should send this information:

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UST has two primary divisions, one being the Legacy Support Group (LSG) and the other the Design and Engineering Group (DEG). The LSG is focused on the repair support of older, out of warranty electronic subassemblies and our DEG is dedicated to the re-design, engineering and manufacturing of electronic subassemblies that provide a resource for customers, both commercial and military, to significantly improve and extend the product life cycle. UST has materials that can more fully explain our capabilities in both groups and the benefits we offer...would you be interested in receiving this information?

Yes No (Please circle one). If it is the same email address as above, please leave blank, if different please enter here: \_\_\_\_\_

We would like to get feedback on your level of interaction with your UST Sales Representative:

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General comments that you would like to share with us:

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After completion, **[please fax back to UST at \(201\) 475-8710](tel:2014758710)**  
**[Or you can scan and e-mail back to info@usttechnologies.com](mailto:info@usttechnologies.com)**

THANK YOU FOR OUR TIME AND ASSISTANCE!

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