

## ATL Quality Policy

It is the policy of **Aero Tec Laboratories Inc.** to design, manufacture, market and service products of such quality that they will reliably perform their intended function. Aero Tec Laboratories Inc. is recognized as a quality leader in the designing, developing and manufacturing of state-of-the-art, durable, lightweight fuel bladders, tanks and drums, which are made from flexible composite material and are designed to stop leaks and store fuel in tanks of airplanes, helicopters, boats and cars. Aero Tec Laboratories Inc. strives to consistently provide customer value and satisfaction in product or service through leadership, continuous improvement, employee development, recognition and social responsibility.

This policy ensures that our customers and employees alike clearly understand that the management of our company is involved and participates in the Quality Management System. Therefore, all Aero Tec Laboratories Inc. employees must understand, recognize and appreciate the fact that customer satisfaction is the desired goal and that they support the Quality System in purchasing, manufacturing, marketing and customer service of Aero Tec Laboratories Inc. products.

Dear Customer,

Your response below is much appreciated as we achieve to identify the areas in which we can improve upon and ultimately enhance our services to you. Thank you for your time.

Quality Rating	Totally Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Totally Dissatisfied 1	Not Applicable
<b>Customer Service &amp; Communications</b>						
Responsiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone Correspondence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written Correspondence & Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Literature & Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Product</b>						
Quality/Value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Overall</b>						
Overall Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Comments (Optional):**

Survey Completed By: \_\_\_\_\_

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

Product(s) Purchased: \_\_\_\_\_

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

## SUBMIT FORM

**NOTE:** If the "Submit Form" link does not activate, please save this .PDF to your Desktop and attach it manually to a new email addressed to ATL's Jeff Heotzler at [JHeotzler@atline.com](mailto:JHeotzler@atline.com)

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