2012 Customer Satisfaction Survey Results

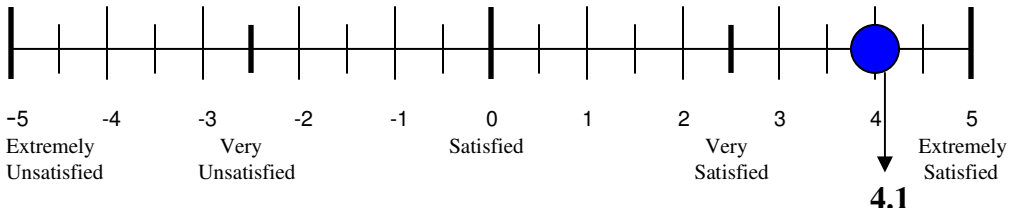
To Our Valued Customers:

In February 2013 you received our customer satisfaction survey. We have processed the information received and have determined our overall level of customer satisfaction based on the survey results. Our goal is to maintain an Overall rating of Very Satisfied (+2.5) or better. Below you will see how you and our other customers rated us for each survey question and the overall average.

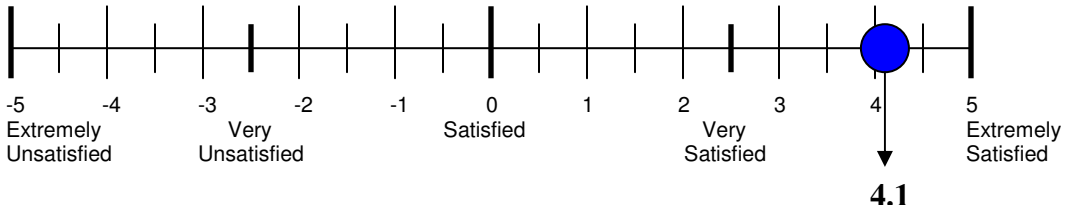
Once again we would like to thank you for your valuable time and assistance in improving our services to you.

David Hollingsworth **March 15, 2013**
VP of Business Development

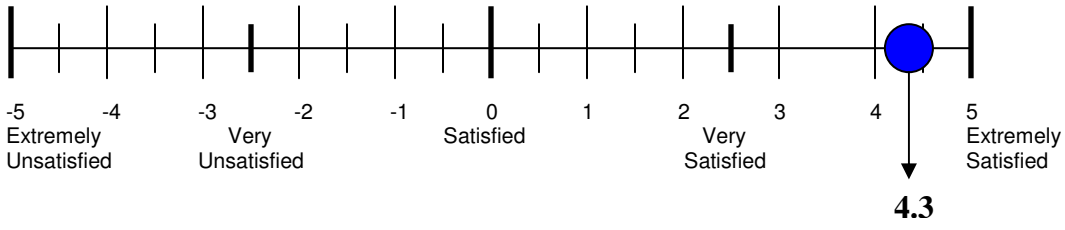
A) Using the scale below, how would you rate the overall quality of product you receive from Ascentron?



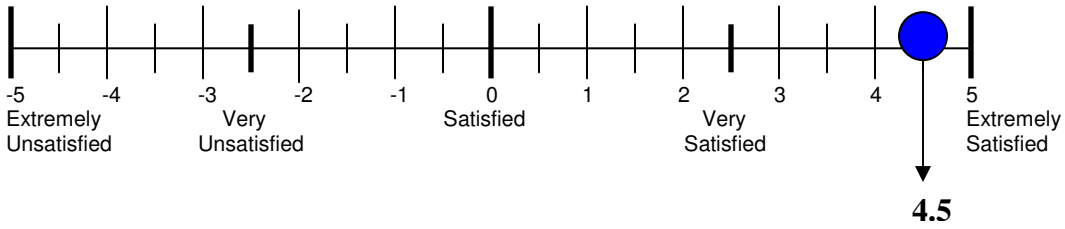
B) Using the scale below, how would you rate the timeliness of our deliveries to you?



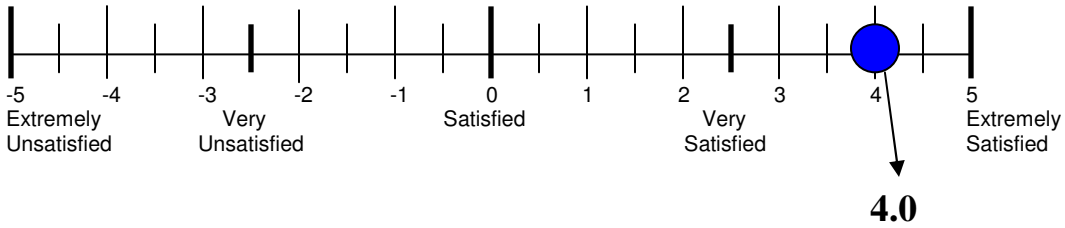
C) Using the scale below, how would you rate the frequency of communication between Ascentron and your company? Consider interaction with sales, customer service, engineering and quality representatives.



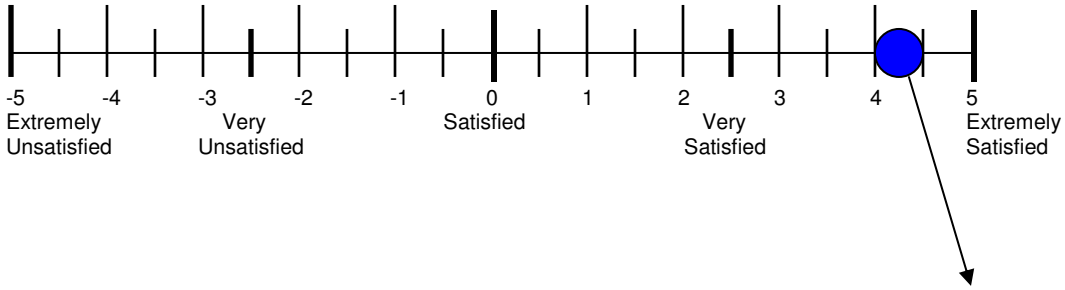
D) Using the scale below, how would you rate the professionalism of Ascentron employees? Again, consider interaction with sales, customer service, engineering and quality representatives



E) Using the scale below, how would you rate the "value" you receive from Ascentron as one of your suppliers of Electronics Manufactured Assemblies and sub-assemblies?



Overall Customer Satisfaction



Overall Customer Satisfaction Rating: 4.2