



INNOVATION THAT WORKS.

AAI-UTC Customer Satisfaction Assessment Program

AAI Utah Technical Center (AAI-UTC) has developed an ISO 9001 program for continuous improvement. The sole purpose of this program is to continually provide you and your organization with products and/or services that meet or exceed your expectations.

Please complete this form and fax it to us. Your response and comments will be used for our Quality Improvement Process, to help us serve you better.

Company: _____ Address: _____

City: _____ State: _____ Zip: _____

Equipment: _____ Serial Number: _____

Model/Part No: _____ Service Performed: _____

Thank you for your participation! We would appreciate it if you would include the following information. If you would like your name kept confidential, **Check Here**

Name: _____ Title: _____

Phone: _____ Ext: _____ Fax: _____ E-Mail: _____

Please check one response in each category.

Quality:

- Exceeds** expectations in **all** areas
- Exceeds** expectations in **most** areas
- Meets** expectations
- Below** expectations in **some** areas
- Below** expectations in **all** areas

Technical Performance:

- Exceeds** expectations in **all** areas
- Exceeds** expectations in **most** areas
- Meets** expectations
- Below** expectations in **some** areas
- Below** expectations in **all** areas

Schedule Performance:

- Absolutely** everything is on time.
- Almost** everything is on time.
- Everything **important** is on time.
- Minor** schedule delay
- Major** schedule delay

Value of Products/Services:

- Provides **superior** value
- Provides **above average** value
- Provides **reasonable** value
- Provides **below average** value
- Provides **poor** value

Responsiveness:

- Anticipates** your requirements
- Responds **immediately** to your requirements.
- Responds in a **timely** manner to your requirements
- Responds **slowly** to your requirements.
- Does **not** respond to your requirements.

Comments:

Comments about this Assessment Process:

Please fax this form to: 801-622-7351 or Email - walter@aai.textron.com

Thank you for your participation.