



# Customer Update: April 09

**Key Info: Customer Survey Results 09**

## Customer Survey Results 2009

Please find the results of our recent survey below.

Rating	Average
<b>Quotations</b>	
1. Speed of response	3
2. Pricing	2
3. Dealings with Quotation Staff	3
4. Dealings with Technical/Engineering Staff	3
<b>Sales Manager</b>	
1. Frequency of contact	3
2. Knowledge & understanding	3
3. Dealings with Sales Manager	3
<b>Administration</b>	
1. Order Acknowledgement	3
2. Order progressing	3
3. Dealings with admin staff	4
<b>Product Quality</b>	
1. Reliability	3
2. Build quality	3
3. Handling of non conformities/rejects	3
4. Packaging	3
5. Labelling	3
<b>Product Availability</b>	
1. Lead Times	3
2. Delivery	3
3. Notification of delays	3
Overall Satisfaction	3
Overall Courtesy of Staff	4

Key: 1 = poor, 2 = acceptable, 3 = good, 4 = excellent

Thank you to all customers that responded to our survey. We were generally pleased with the results above but, in retrospect, should perhaps not have asked you to rate us on pricing, a subject dear to a customers heart!

If you would like to give us further feedback at any time please email [georgina.s@tedcon.com](mailto:georgina.s@tedcon.com) — we value your comments and will act on them accordingly.

## Training & Personnel

Our IPC610 trainers in association with Cornwall College, have now trained all of our production and customer facing staff in the core modules. This training will continue until all of the optional modules have been delivered to the relevant personnel.

To remove your name from our mailing list, please email [georgina.s@tedcon.com](mailto:georgina.s@tedcon.com)