

	CUSTOMER SATISFACTION SURVEY	SOP-10.3
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USM Aerostructures (USMA) is a certified AS9100 (Latest Revision) company with additional certification for Fusion Welding for Aerospace Applications (AC7110/5) (Latest Revision). To enhance your experience of conducting business with us, we ask you to complete this survey to obtain your feedback to help us improve our business, better our product and improve the return on your investment.

Section	Question	Yes	No	N/A	% Good
Sales	When calling to inquire about a price for a Part or Product, your questions were answered promptly.				
Service	When you call us to inquire about a service or product we were knowledgeable and helpful to answer your inquiries.				
Service	When you call us, we take the time to resolve your inquiries and answer any questions you may had.				
Engineering	When you call us with a questions related to your product, we answer immediately you inquires when we know the answer or, when we do not know the answer, we get back to you with a satisfactory answer within a reasonable time frame.				
Sales	We always respond to your RFQ and RFP's in a timely manner and in the format and detail you requested it.				
Sales	Once you placed the Order (Contract), we always send you a confirmation to your order (verbal or e-mail) in a timely manner.				
OTD	Was the product received at your facility within the specified delivery time?				
Contract	Is the product or service we provide you according to your requirements? Did it meet your specifications as noted on the purchase order?				
Engineering	Were there any problems installing the product?				
Engineering	.When issues are encountered in the course of day-to-day business, are we prompt and tenacious resolving those issues for you?				

Please Contact Our Quality Department for a full version of this form