



Dear Customer,

In an effort to improve our services, enhance our Continuous Improvement Planning, and continue to meet your company's expectations, we are asking for your feedback regarding the quality of our work and our on-time delivery performance.

The rating range for both performance criteria (Quality and Delivery) is; "5" being "extremely satisfied", "4" very satisfied, "3" satisfied, "2" somewhat satisfied, "1" less than satisfactory. Section E gives you an area to express any specific feedback, either positive or negative, concerning our performance.

I would like to thank you for helping to drive our improvement by filling out this survey form.

Respectfully,
Jim Economus

Please return as soon as possible to:

EMS Analytical Labs, Inc.
2735 Saturn St., Brea, CA, 92821
EM: emslab@sbcglobal.net
Fax (714) 279-1568

A: Your Company Name: _____

B: Rating Period: _____

C: Quality Rating: (check one)

5 4 3 2 1

D. Delivery Rating: (check one)

5 4 3 2 1

E: Comments or Suggestions (We appreciate your input, positive or negative, to help us to improve):

F: Please list any aerospace companies that you do business with. Our Nadcap certification requires us to know when we are doing aerospace work.

I, the undersigned, completed this quality rating and understand the requirements stated herein;

Name: _____ Title: _____

Signature: _____ Date: ____/____/____