

# Technical Maintenance, Inc.

## Customer Satisfaction Survey

Date:

Company Name:

Contact:

Telephone:

TMI Calibration

Scott Chamberlain  
Corporate Quality Manager  
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### Type of service we provide your organization:

|             |                          |
|-------------|--------------------------|
| Calibration | On-Sites                 |
| Repair      | Permanent<br>On-Site Lab |

### Which Location serves you?

|                                    |                   |           |                 |
|------------------------------------|-------------------|-----------|-----------------|
|                                    | Dallas/Fort Worth | Hartford  |                 |
| Madison                            | Atlanta           | Tampa     | Fort Lauderdale |
| Hilliard                           | Raleigh           | Rockford  | Salt Lake City  |
| Resident On-Site<br>Services (OTS) | Colorado Springs  | Melbourne |                 |

### Scheduling

|                |                    |                    |                      |
|----------------|--------------------|--------------------|----------------------|
| Pick-up time:  | Below Expectations | Meets Expectations | Exceeds Expectations |
| Delivery Time: | Below Expectations | Meets Expectations | Exceeds Expectations |
| On-Site:       | Below Expectations | Meets Expectations | Exceeds Expectations |

### Service

|                      |                    |                    |                      |
|----------------------|--------------------|--------------------|----------------------|
| Timeliness:          | Below Expectations | Meets Expectations | Exceeds Expectations |
| Quality:             | Below Expectations | Meets Expectations | Exceeds Expectations |
| Documentation:       | Below Expectations | Meets Expectations | Exceeds Expectations |
| Technical Expertise: | Below Expectations | Meets Expectations | Exceeds Expectations |

### Overall

|                  |                    |                    |                      |
|------------------|--------------------|--------------------|----------------------|
| Communication:   | Below Expectations | Meets Expectations | Exceeds Expectations |
| Professionalism: | Below Expectations | Meets Expectations | Exceeds Expectations |
| Capabilities:    | Below Expectations | Meets Expectations | Exceeds Expectations |
| Convenience:     | Below Expectations | Meets Expectations | Exceeds Expectations |

Request a telephone call from TMI Quality

Request a telephone call from TMI Senior Leadership

Comments on any of the information provided above?

Thoughts on how to serve you better?