

Pacific Northern, Inc.  
CLIENT SATISFACTION EVALUATION FORM

I. Sample/Prototype

|                           |                          |                          |                          |                          |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Sample turnaround time | Excellent                | Above Avg.               | Average                  | Below Avg.               |
|                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Sample Quality         | Excellent                | Above Avg.               | Average                  | Below Avg.               |
|                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

II. Manufactured Goods

|                           |                          |                          |                          |                          |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Timeliness of Delivery | Excellent                | Above Avg.               | Average                  | Below Avg.               |
|                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Quality of Products    | Excellent                | Above Avg.               | Average                  | Below Avg.               |
|                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

III. Packing

|                       |                          |                          |                          |                          |
|-----------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Product Protection | Excellent                | Above Avg.               | Average                  | Below Avg.               |
|                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Space Utilization  | Excellent                | Above Avg.               | Average                  | Below Avg.               |
|                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Marking Accuracy   | Excellent                | Above Avg.               | Average                  | Below Avg.               |
|                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

IV. Service

|   |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Responsiveness to customer needs                                 | Excellent                | Above Avg.               | Average                  | Below Avg.               |
|   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Accuracy in providing project/product information/specifications | Excellent                | Above Avg.               | Average                  | Below Avg.               |
|   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Ability to suggest alternative product /service options          | Excellent                | Above Avg.               | Average                  | Below Avg.               |
|   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Ability to prevent (rectify) product/project errors              | Excellent                | Above Avg.               | Average                  | Below Avg.               |
|   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

V. Overall Product Delivery Fulfillment Arrangement

|  |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
|  | Excellent                | Above Avg.               | Average                  | Below Avg.               |
|  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

VI. COMMENTS:

Customer Signature

Customer Name (Please Print)

Company Name (Please Print)

Date