



Thurston Machine Co. Ltd.

ISO 9001:2008 REGISTERED

995 Elm Street, P.O. Box 274, Port Colborne, ON L3K 5W1
45 Invertose Drive, PO Box 274, Port Colborne, ON L3K 5W1
T: 905-834-3606 | F: 905-834-3601
www.thurstonmachine.com

To our customers:

As a part of our effort to provide quality products to you, our customer, our quality systems must be fully compliant with ISO 9001:2008. As a result, we have adopted a customer satisfaction evaluation, which includes completion of the attached survey.

This is a requirement of our quality system. Quality Assurance, Purchasing or any other group or entity involved with customers will conduct these surveys periodically, as determined to be necessary. Completion of this survey is optional, but is designed to help us achieve greater customer satisfaction and help us to better tailor our services to your needs.

Where applicable, write comments or other process information as it pertains to orders placed with Thurston Machine Co., Ltd., Please be as informative and complete as possible with your comments.

Your cooperation is greatly appreciated.

Kirsty Creamer
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Customer Feedback Form							
Please fax or email this survey to us at (905) 834 3601 or kcreamer@thurstonmachine.com when completed.							
Customer Name:	Date:						
Job / Order Number:	Contact Name:						
Job Description:							
Please take a few moments to rate our performance in each of the areas below. The information you provide will enable us to be more responsive to your needs and provides us with valuable data towards our continuous improvement.				Excellent	Good	Fair	Needs Improvement
We thank you in advance for your participation.				X	X	X	X
1. When you call our company, is your overall phone experience handled in a professional manner?							
2. When an order is placed, does our team perform a contract review to make sure that we have the correct information and is this conveyed back to you?							
3. Does our team advise you whether the contract/PO is still accurate?							
4. When you typically receive your product, is all the required quality assurance documentation provided, and is it accurate?							
5. When you typically receive your product, is it in a timely manner and as originally promised?							
6. If you have a problem with a product or a service that we have provided, is it handled in a professional and timely manner by our team?							
7. In your view, how does our company rate overall?							
<i>Please use the space below for any comments or suggestions you may have to help us improve our service:</i>							
Customer Representative (optional):				Customer Phone (optional):			
Customer Email (optional):							