

# 2020, 2019, 2018, 2017, 2016 Customer Survey Results

TC Industries, Inc. – Mill Products Division



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***TC Industries, Inc.***

## Summary of Customer Responses

Customer Survey Question	2020 Mean Customer Response	2019 Mean Customer Response	2018 Mean Customer Response	2017 Mean Customer Response	2016 Mean Customer Response	2020 Median Customer Response	2019 Median Customer Response	2018 Median Customer Response	2017 Median Customer Response	2016 Median Customer Response
Response Time to Emails	8.9	8.7	9.2	7.9	8.8	9	9	9	8	9
Response Time to Voicemails	8.7	8.7	9.4	8.2	8.5	9	9	10	9	8
Product Knowledge and Ability to Communicate it Back	9.3	8.9	9.2	8.6	8.8	10	10	9	8.5	9
Ability to Meet Confirmed Promised Dates	8.4	8	8.2	5.2	8.3	9	9.5	9	5	8
Flexibility to Respond to Customer's Changing Needs	8.9	8.6	8.8	6.3	8.4	10	10	9	6	8

## Summary of Customer Responses

Customer Survey Question	2020 Mean Customer Response	2019 Mean Customer Response	2018 Mean Customer Response	2017 Mean Customer Response	2016 Mean Customer Response	2020 Median Customer Response	2019 Median Customer Response	2018 Median Customer Response	2017 Median Customer Response	2016 Median Customer Response
Ability to Navigate Website	9.2	8.3	9.2	8.8	8.1	9.5	9	9	9	8.5
Quality of Services Offered	9.2	9	9.5	8.6	8.9	9	10	10	10	9
Ability to Meet Requested Product Requirements	9.2	9.1	9.2	8.6	9	9	10	9	8	9
Packaging and Labeling of Finished Material	9.3	9.6	9.5	9.2	9.1	9	10	10	10	9
On Time Delivery	8.7	8.1	8.2	4.7	8.7	9	10	9	4	9



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Customer Survey Question	2020 Mean Customer Response	2019 Mean Customer Response	2018 Mean Customer Response	2017 Mean Customer Response	2016 Mean Customer Response	2020 Median Customer Response	2019 Median Customer Response	2018 Median Customer Response	2017 Median Customer Response	2016 Median Customer Response
Response Time from Shipping Department	9	8.6	8.9	8.5	9	10	9	10	9	9
Paperwork Accuracy from Shipping Department	9.5	9.2	9.5	9	9.5	10	10	10	9	10
Truck Wait Times	8.6	9.1	8.9	7.3	8.7	9	10	9	7.5	9
Is Information on the Test Reports Complete and Easy to Understand	9.4	9.5	9.8	9	8.9	10	10	10	10	9
Confidence in Test Centers' Accuracy of Reported Test Results	9.5	9.2	9.5	9.2	9.3	10	10	10	9.5	10
Suite of Test Offerings	9.5	9.7	9.7	9.1	9.2	10	10	10	10	9.5

