



## 2010 MERIT BRASS CUSTOMER SURVEY

1. How often would you like to hear from Merit either from an inside or outside salesperson? *Please Specify:*

What is your preferred method of contact?  Phone  Face to Face  Email  Fax

2. Are you familiar with all of Merit's technological capabilities in an effort to service you better (e.g. VMI, EDI, WOW, MBWebXpress/E-Commerce)?  Yes  No

If no, would you be interested in someone contacting you?  Yes, on all or one of the following (*please check*):  EDI  MBWebXpress  VMI  WOW  No

CONTACT INFO: **Name:**  **Company:**  **Tel:**

3. How can Merit better help you service your customers? *Please Specify:*

4. In an effort to better assist you, please rate the following (*please check one from each below*):

- |   |                                    |                                    |                               |                               |                               |
|---|------------------------------------|------------------------------------|-------------------------------|-------------------------------|-------------------------------|
| a. Customer Service                               | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| b. Outside Sales Contact                          | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| c. Quotations                                     | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| d. Shipping                                       | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| e. Fill-Rates                                     | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| f. Merit's Products' Quality                      | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| g. Merit Packaging(mill lengths of pipe & tubing) | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |

5. What is your preferred turn-around time on: **Orders?** **Quotations?** **RMA's?**

6. What does our competition offer that you feel you cannot get from Merit Brass? *Please Specify:*

7. Why do you support Merit Brass? What specifically do we do that keeps you calling our company?: *Please Specify.*

COMMENTS: