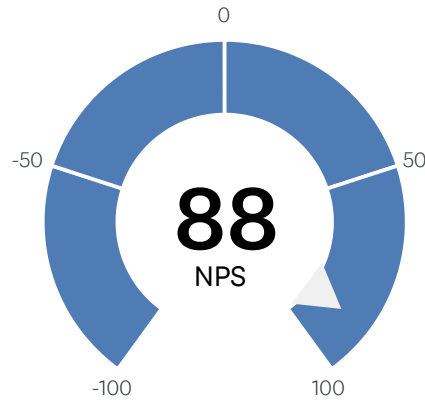


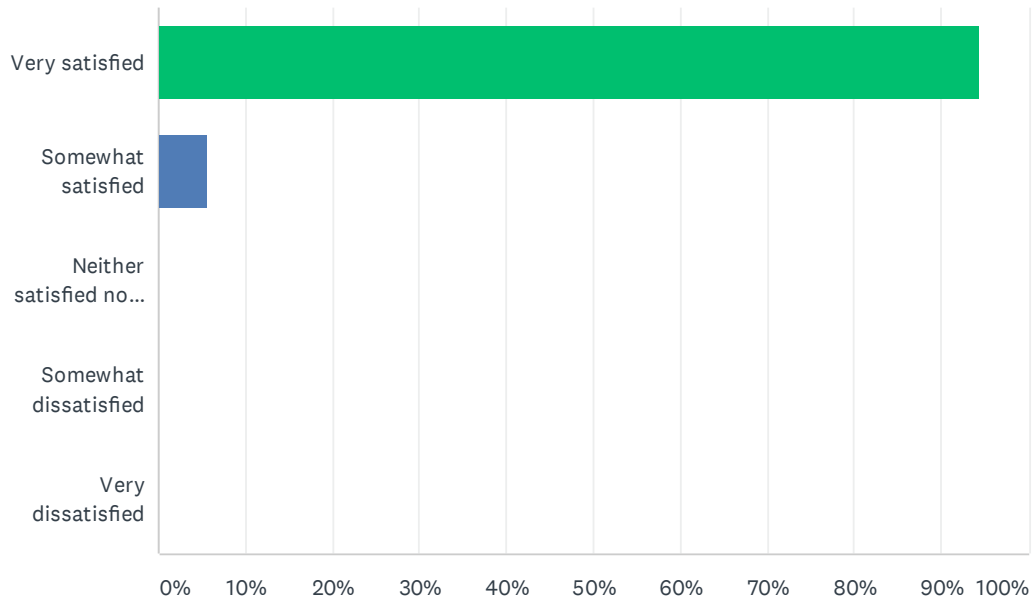
# Q1 How likely is it that you would recommend this company to a friend or colleague?



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
0	13%	88%	88

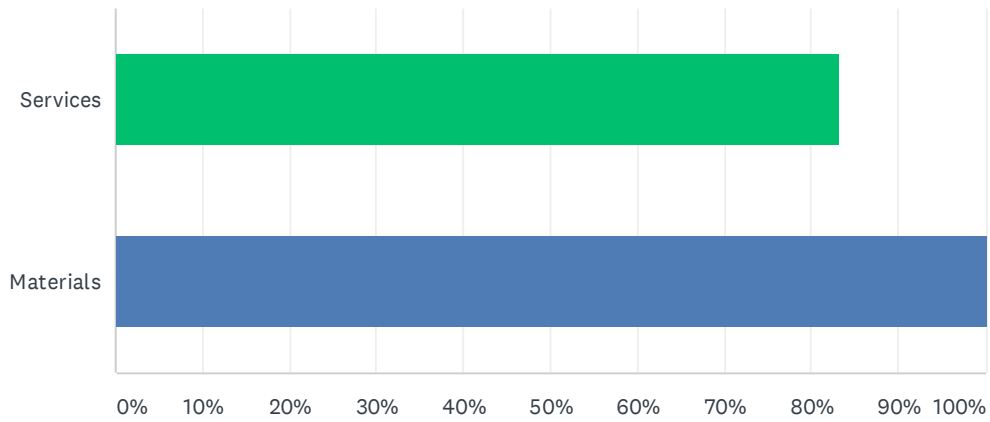
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## Q2 Overall, how satisfied or dissatisfied are you with our company?



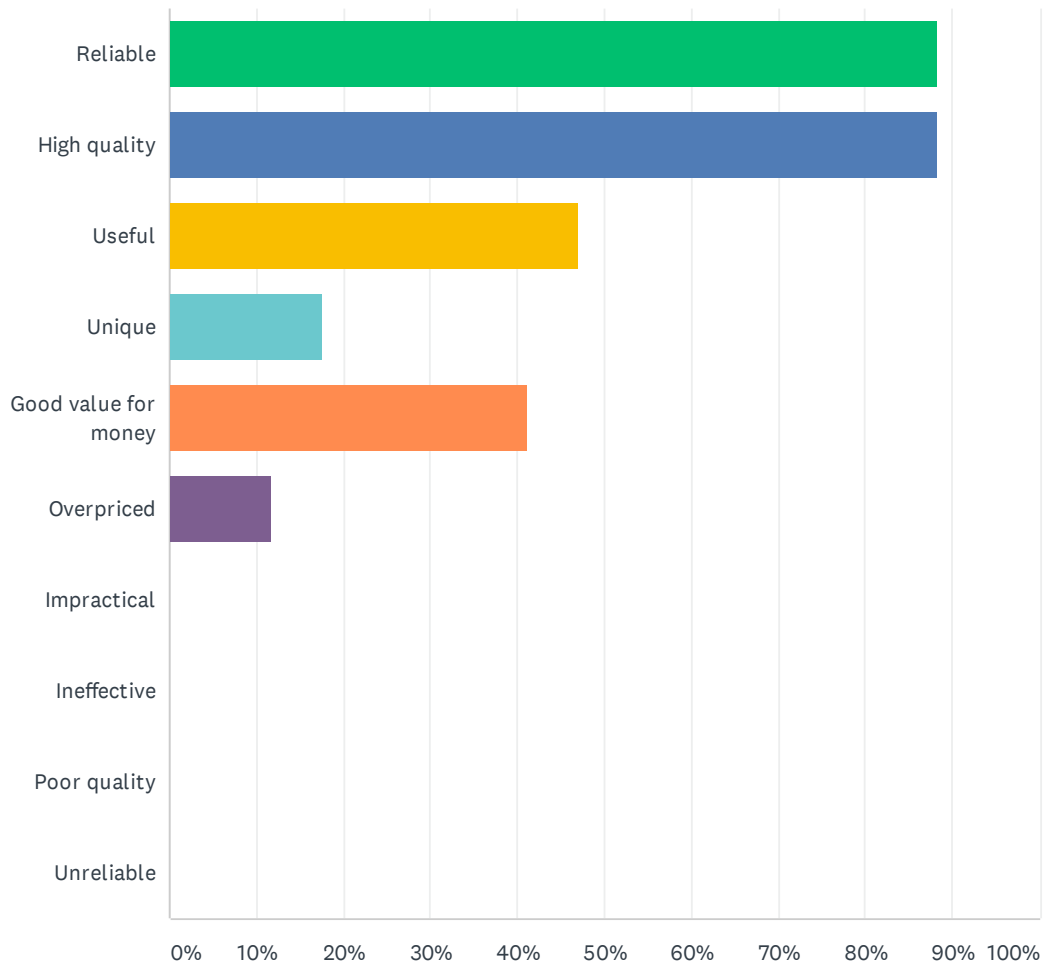
ANSWER CHOICES	RESPONSES
Very satisfied	94.44%
Somewhat satisfied	5.56%
Neither satisfied nor dissatisfied	0.00%
Somewhat dissatisfied	0.00%
Very dissatisfied	0.00%
<b>TOTAL</b>	

Q3 The product you purchase, is it services, materials, or both? Select all that apply.



ANSWER CHOICES	RESPONSES
Services	83.33%
Materials	100.00%

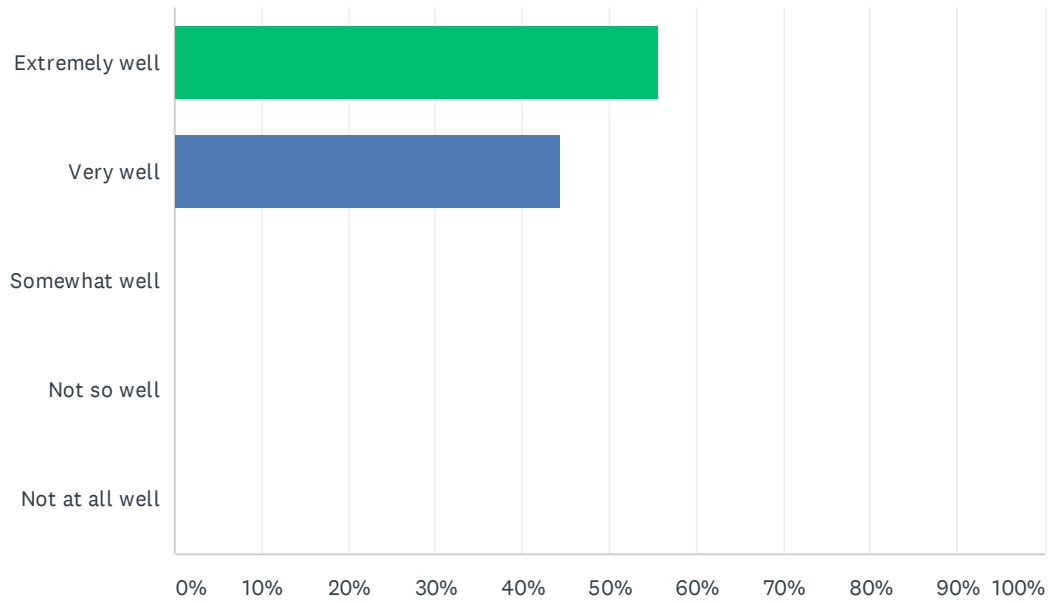
### Q4 Which of the following words would you use to describe our products? Select all that apply.



## Customer Satisfaction Survey - November 2019

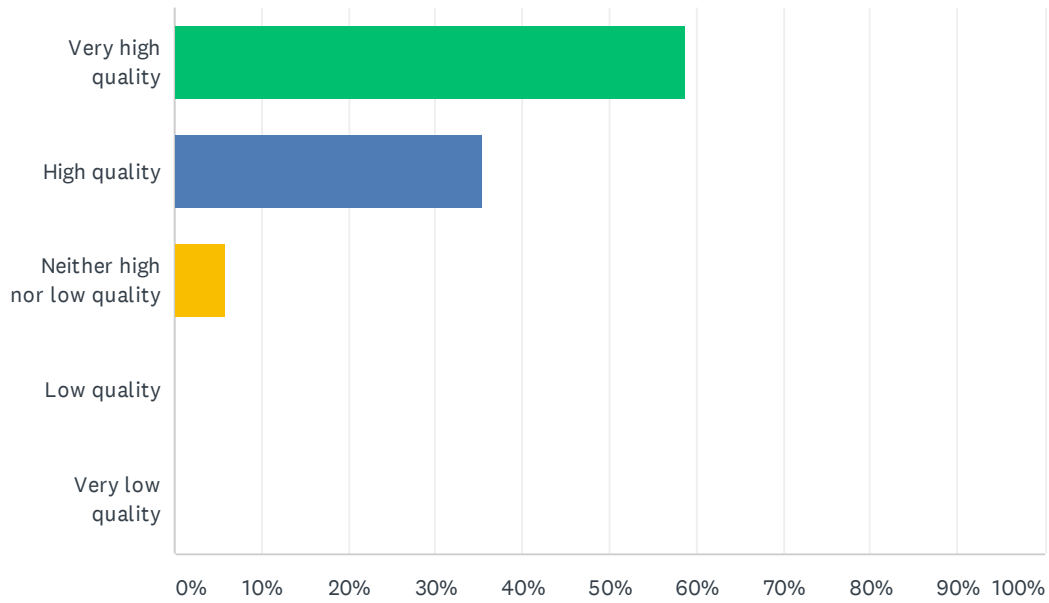
ANSWER CHOICES	RESPONSES
Reliable	88.24%
High quality	88.24%
Useful	47.06%
Unique	17.65%
Good value for money	41.18%
Overpriced	11.76%
Impractical	0.00%
Ineffective	0.00%
Poor quality	0.00%
Unreliable	0.00%

## Q5 How well do our products meet your needs?



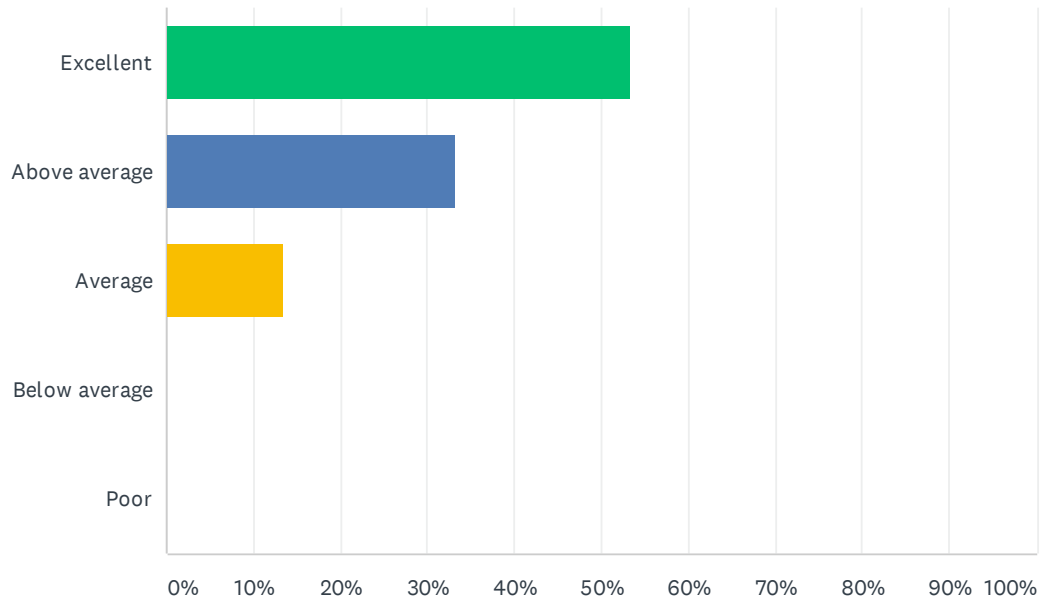
ANSWER CHOICES	RESPONSES
Extremely well	55.56%
Very well	44.44%
Somewhat well	0.00%
Not so well	0.00%
Not at all well	0.00%

## Q6 How would you rate the quality of the product?



ANSWER CHOICES	RESPONSES
Very high quality	58.82%
High quality	35.29%
Neither high nor low quality	5.88%
Low quality	0.00%
Very low quality	0.00%

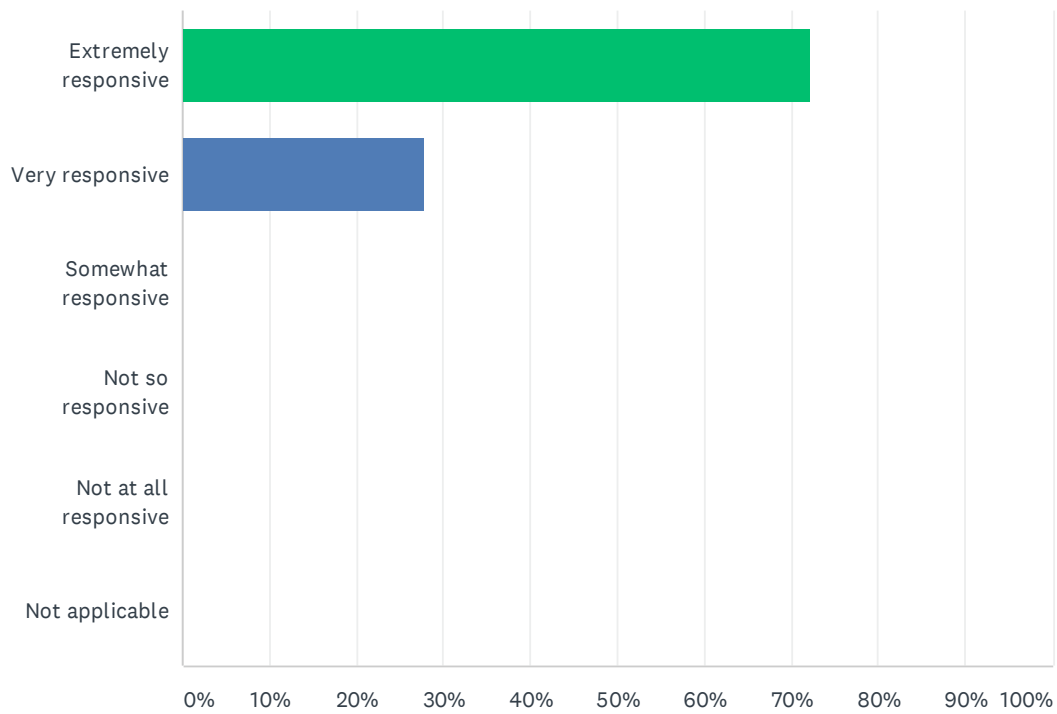
### Q7 How would you rate the value for money of the product?



ANSWER CHOICES	RESPONSES
Excellent	53.33%
Above average	33.33%
Average	13.33%
Below average	0.00%
Poor	0.00%

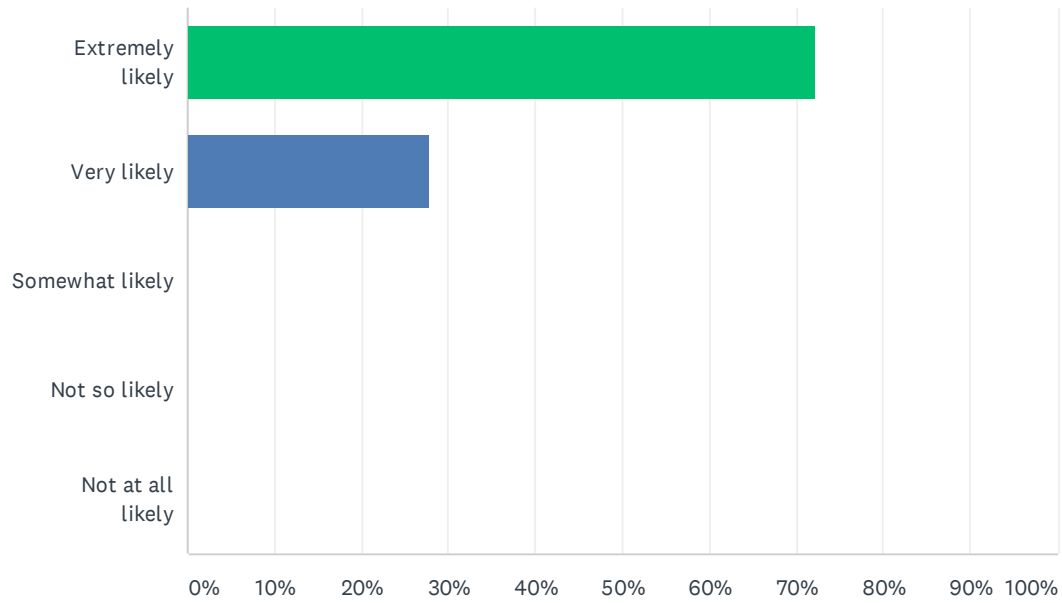


## Q8 How responsive have we been to your questions or concerns about our products?



ANSWER CHOICES	RESPONSES
Extremely responsive	72.22%
Very responsive	27.78%
Somewhat responsive	0.00%
Not so responsive	0.00%
Not at all responsive	0.00%
Not applicable	0.00%

## Q9 How likely are you to purchase any of our products again?



ANSWER CHOICES	RESPONSES
Extremely likely	72.22%
Very likely	27.78%
Somewhat likely	0.00%
Not so likely	0.00%
Not at all likely	0.00%

## Q10 What were your biggest hesitations before buying?

(Samples )

1. Will it match global standards we are held to.
2. Dependability
3. Price and delivery.. then quality is a must.
4. none
5. Pricing
6. your prices are not competitive to the market place.
7. None your products have been reliable and proven for the entire 28 years I've been in this industry the first panel I installed 28 years ago is still in service.

## Q11 Was there a benefit or feature that ultimately made you choose to buy?

(Samples )

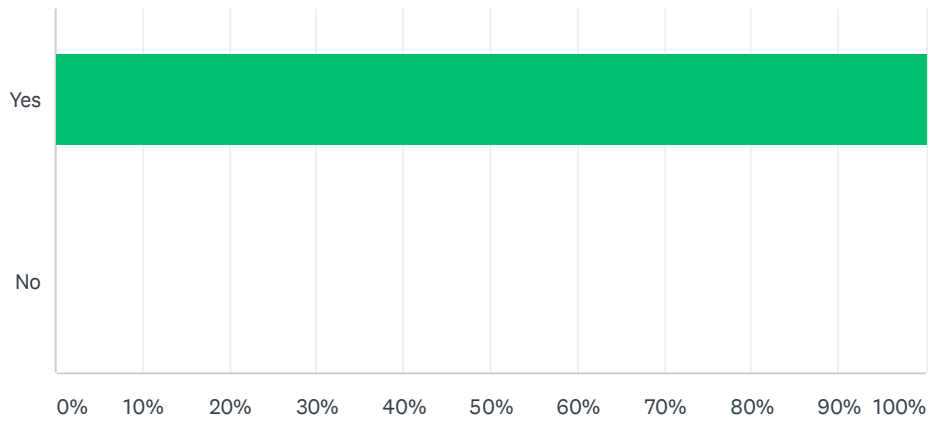
1. Tribal knowledge and understanding of our company and its needs.
2. Timing, ability to handle troubleshooting, having controls engineers available to help
3. quick turnaround. Good working relationship.
4. Thank you and keep up the good work
5. Great local service.
6. Ability to have a PLC and controls engineer available at any time
7. Very helpful people in the office, easy to deal with when ordering.
8. Service, knowledge, support
9. Quality
10. Reliability
11. Local

## Q12 Do you have any other comments, questions, or concerns?

(Samples )

1. I have worked with Hegwood for 6 years now, every time I pose a question or make a request it is handled quickly .
2. Listen to the comments our field technicians and try to implement it. Have regular follow up meetings.
3. Thank you for your service and being someone we can count on.
4. from time to time to have a review meetings to make sure all customer needs are addressed
5. Need to keep improving on separating pricing from services offered and reduce risk of current spend (> 70%)
6. None
7. Need to get a better handle on inbound freight. Make suppliers combine shipments, monthly reviews on how to reduce growing freight costs

### Q13 Do we have your permission to use your feedback in our marketing materials?



ANSWER CHOICES	RESPONSES
Yes	100.00%
No	0.00%