



ELECTRONICS INCORPORATED

Aved Electronics appreciates your business and the confidence you've placed in our ability to meet your needs. In order to ensure that we offer the best service to our most valued customers we need your feedback. Please review the following questions and let us know how we're doing and what we can do to improve. We are constantly striving to implement new and innovative programs to provide timely and cost effective solutions to your cable and battery requirements, and we need your input to evaluate our services. We're especially interested in learning where we need to improve and what services would enhance our relationship. In this effort we value your ideas.

Please take a moment to respond, and thank you for your continuing partnership.

Very truly yours,

Ralph P. Santosuosso
President

Your overall opinion of Aved's service level is:

- Superior
- Very satisfactory
- Average
- Somewhat unsatisfactory
- Very Poor

Response to your RFQs is:

- Superior
- Very satisfactory
- Average
- Somewhat unsatisfactory
- Very Poor

When expediting with Aved your Customer Development Rep (inside):

- Responds quickly and keeps me informed with progress
- Initial response quick but overall response takes time
- Responds in an acceptable amount of time
- Responds slower than I would like
- Responds in an unacceptable amount of time

How would you best describe Aved's ability to respond to your scheduling needs?

- Superior
- Very satisfactory
- Average
- Somewhat unsatisfactory
- Very Poor

The process of getting a problem resolved is:

- Superior
- Very satisfactory
- Average
- Somewhat unsatisfactory
- Very Poor

The CDR (inside) was very knowledgeable concerning Aved capabilities and product offering:

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

My Field Sales Engineer understands my business cycles and my companies needs:

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

Overall I consider Aved an important asset to my technical needs:

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

Aved's knowledge in battery pack design is:

- Superior
- Very satisfactory
- Average
- Somewhat unsatisfactory
- Very Poor

I consider Aved an exceptional supplier based on service, pricing and overall Product knowledge:

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

I would recommend Aved as a source for outsourcing needs:

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree

Comments: _____

