

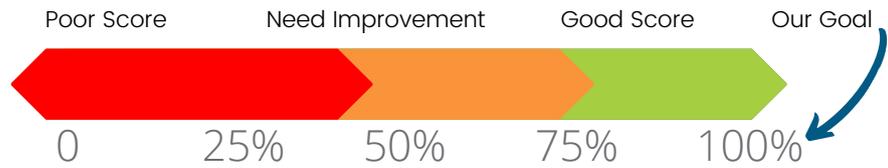
Customer Survey Results

Q1 Audits: January - March 2019

Number of Audits this Quarter: 124

Number of Surveys Returned: 44

Return Rate: 35.5%



Our customer satisfaction process consists of dedicated Client Service Managers who regularly follow-up with their clients to get timely feedback, which is then passed back to the audit team. This allows us to continually improve the way we operate and enhance the experience for our clients.

My audit was scheduled well in advanced:

100%

My auditor(s) are very knowledgeable regarding the requirements of the standard(s):

100%

98%

Once my audit was confirmed, TRC did not initiate a change:

100%

It is clear who to contact within TRC for all questions and customer support:

Our audit report was given to us in a reasonable amount of time:

100%

My audit plan was sent with enough time to plan for my audit:

100%

"I am satisfied with the services TRC provides."

100%



The Registrar Company

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My auditor(s) are very knowledgeable about our business:

93%

The audit findings will help our business improve as an organization:

98%

100%

My invoice was accurate:

92%

Our certification was sent to us in a reasonable amount of time:

The audit was Value-Added for our organization:

98%

Our travel costs are reasonable:

97%

100%

The content and format of my audit report meets my expectations:

"How likely are you to recommend TRC to your friends or colleagues?"

100%



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Comments from our Clients

"I was worried that changing auditors would be a stressful event, my experiences over the last 20 years told me so, but TRC came in and evaluated our system on reasonable expectation which was refreshing and made the experience valuable for both parties I believe. Thanks TRC!"

- Castek Aluminum Inc.

"TRC is fantastic. We've been with them for years and plan to continue

- Pinto Manufacturing

"It was great working with a new registrar, very helpful and communicates very well. I would recommend TRC to anyone who is looking for quick response to any answers they might have."

- Modern Heat Treat

"Our TRC Auditor is a pleasure to work with. Very helpful, and knowledgeable!"

- Standard Tool & Die

"Very happy with our services from TRC and we enjoy working with our auditors."

- The Materials Group

"I appreciate the professionalism of the entire TRC team."

- Ember Industries, Inc.

"TRC has been responsive and all around great to work with."

- Steel Trading Corp of America

"Sometimes people mark all "10's" just to move quickly through a survey. I didn't.

I think TRC does a great job and I appreciate their service. Their auditors are 1st class."

- Nemak



The Registrar Company