

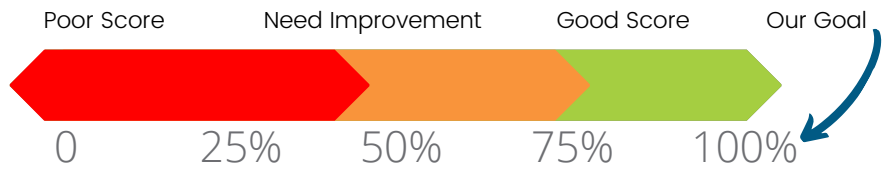
# Customer Survey Results

Q1 Audits: January–March 2021

Number of Audits this Quarter: 121

Number of Surveys Returned: 40

Return Rate: 33%



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:

98%

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

100%

95%

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

98%

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:

98%

"I am satisfied with the services TRC provides."

100%



The Registrar Company

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Q1 Audits: January–March 2021

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

98%

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

100%

100%

My invoice was accurate:

94%

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:

92%

98%

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

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

100%



The Registrar Company

# Customer Survey Results

Q1 Audits: January–March 2021

## *Comments from our Clients*

*"A dedicated service manager combined with a well knowledgeable, experienced and expert auditor made the difference with TRC. I definitely gained value and it was a pleasure working with TRC."*

**- FiMS International**

*"We love the people we interact with at TRC. Our Auditor is so knowledgeable and helpful. The ISO system is so valuable to us. We switched to TRC and have never regretted it. We have recommended TRC to other businesses with Quality Systems and will continue to do so."*

**- Blaylock Gasket & Packing**

*"I made the change from another CB due to costs and service other than the audit itself. I am glad I made the change. Communication is superb and the service exceeds my expectations. Glad we made the change."*

**- Flexxaire Inc**

*"It was a great process, the response time on all inquiries was impressive."*

**- Versys**

*"It was a pleasure working with TRC for our Surveillance #2 Audit. I am looking forward to working more with everyone at TRC in the future."*

**- Lube-Power, Inc.**

*"Great communication from TRC!"*

**- MODERN HEAT TREAT**



The Registrar Company

# Customer Survey Results

Q1 Audits: January–March 2021

## *Comments from our Clients*

*"Dealing with TRC is like a breath of fresh air. A company that listens, understands, and treats you with respect, like the old days, regardless the size of your company."*

**- HI TECH HEAT TREATING LTD.**

*"Our TRC Auditor is always very knowledgeable and helpful"*

**- Aldez Containers**

*"Even with our audit being virtual and this being my first audit, I feel the audit was thorough and our auditor provided a number of suggests to help improve our business and answer all of my questions regarding the audit and potential improves we could make to our quality system."*

**- ISOPur Fluid Technologies, Inc.**

*"Our Clients Services Manager and Auditor are thorough professionals and a delight to work with"*

**- Pinto Manufacturing**

## *Thank you!*



The Registrar Company