

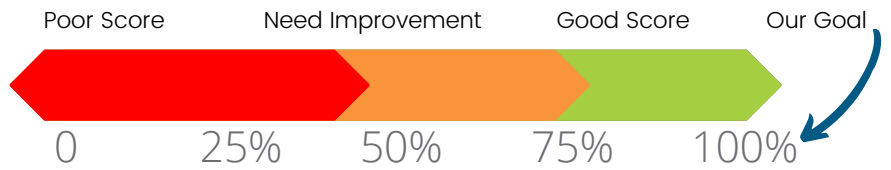
Customer Survey Results

Q2 Audits: April – June 2019

Number of Audits this Quarter: 164

Number of Surveys Returned: 63

Return Rate: 38.4%



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:

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

98%

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

98%

97%

My invoice was accurate:

88%

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

The audit was Value-Added for our organization:

100%

Our travel costs are reasonable:

86%

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%



The Registrar Company

Customer Survey Results

Q2 Audits: April – June 2019

Comments from our Clients

"Our Customer Services Manager and Auditor do a great job, enjoy working with both of them. Everything is done in a timely manner and very professionally."

– Teton Machine Company

"Very thorough coverage. Great interactions with non-management personnel, made them feel very much a part of the process without being intimidating."

– Hale

"Our Auditor was a pleasure to work with. Everything is done in a very organized professional manner. I would recommend TRC to anyone needing these services."

– DS Machine LP

"We have been very happy with TRC and our auditors. We would definitely recommend TRC to others."

– APX Plastics

"Very professional auditor with high knowledge of the Standard. Our Client Services Manager is always professional and courteous."

– RR Donnelley

"Our TRC Auditors worked well together as a team and were both very professional and quite pleasant to work with. It was obvious that they knew what they were doing and easily explained any questions we had."

– Elder Rubber Inc.

"We have nothing but good things to say about TRC and Auditor. Our recent audit was helpful and very beneficial to the continued improvement of our organization. I would highly recommend this group to anyone in need of a Lead Auditor and group to enhance their Quality Management System."

– Schirm USA Inc.



The Registrar Company