

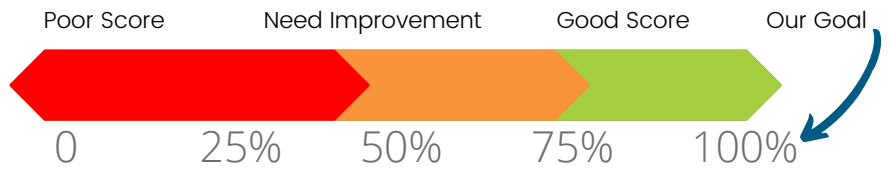
# Customer Survey Results

Q2 Audits: April – June 2020

Number of Audits this Quarter: 147

Number of Surveys Returned: 55

Return Rate: 37.4%



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:

98%

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

100%

93%

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:

98%

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

# Customer Survey Results

Q2 Audits: April – June 2020

Number of Audits this Quarter: 147 | Number of Surveys Returned: 55 | Return Rate: 37.4%

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

98%

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

96%

100%

My invoice was accurate:

100%

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

The audit was Value-Added for our organization:

96%

Our travel costs are reasonable:

97%

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

Q2 Audits: April – June 2020

## *Comments from our Clients*

"Our audit was conducted on a new platform because of the Covid-19 virus. We performed the audit remotely and it was a good experience. Our auditor was very helpful during the audit in showing us the value add he provided to Cleanpart."

**- Cleanpart USA**

"This was our first year with a new auditor and we are very pleased with them."

**- EPMP,LTD.**

"Our auditor was knowledgeable, fair and unbiased. They have been a huge help, and a wealth of knowledge, with our QMS. TRC stays in contact and does a great job keeping us informed on what is going on."

**- Aequs Aero Machine**

"Our TRC Auditor is very knowledgeable and always adds value to help us move our business forward."

**- Premier Factory Safety LL**

"Our latest surveillance audit went off without a hitch."

**- Synapse Wireless**

"First time doing a virtual audit and it exceeded my expectations, The virtual audit went very smooth without any issues."

**- Creative Techniques**

"Everything was well managed."

**- Airpot**

We have been very happy with TRC and our auditors. TRC does an excellent job of communicating with us (even during the chaos of COVID-19).

**- APX Plastics**

Our client service manager is very professional and friendly at the same time. Very satisfied with the professionalism and knowledge of Mr. Doiron. Even in the context of the Pandemic, the course of the audit was very fluid.

**- RRD Cowansville**



The Registrar Company