

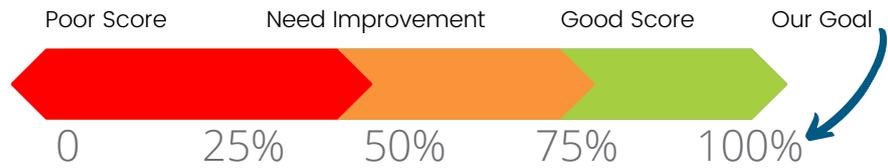
# Customer Survey Results

Q2 Audits: April-June 2021

Number of Audits this Quarter: 170

Number of Surveys Returned: 53

Return Rate: 31%



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%

91%

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:

97%

"I am satisfied with the services TRC provides."

100%



The Registrar Company

# Customer Survey Results

Q2 Audits: April-June 2021

Number of Audits this Quarter: 170 | Number of Surveys Returned: 53 | Return Rate: 31%

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

100%

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

100%

100%

My invoice was accurate:

96%

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:

93%

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 2021

## Comments from our Clients

*"I enjoy working with all of the staff at TRC. I recommend them to anyone who asks about a Certification Body and even those who don't. I have been associated with TRC for many years and their professionalism remains consistent".*

**- 3V Fasteners**

*"TRC is a great company to deal with, they will answer any questions in a timely manner. Our Auditor is very easy to work with and knows the standard very well. He also makes the audits less stressful and understands our business".*

**- Lifting Solutions Inc.**

*"TRC is a pleasure to work with. They made the process easy, and all communications were clear and effective".* - **Swenco Limited**

*"The TRC audit experience has always been welcome to our organization as it allows for the continual growth and development of our internal processes. The auditor is knowledgeable and great to work with".* - **Precise Downhole Services Ltd.**

*"Great customer support, Exceptional Auditor who is very knowledgeable".* - **DS Machine**

*"Our TRC Auditor is very knowledgeable and an asset to our company. Our Client Services Manager is awesome; very accommodating and helpful. Very pleased with TRC. ABSOLUTELY pleased with the service. Transferring from our previous certification body was a great decision for our company".*

**- Blaylock Gasket & Packing**



The Registrar Company