

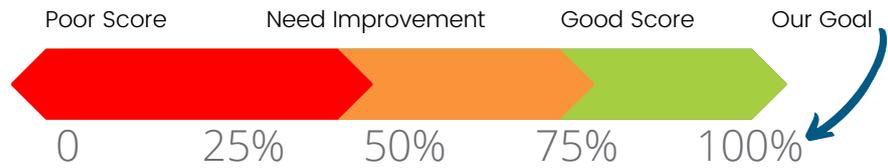
Customer Survey Results

Q3 Audits: July - September 2020

Number of Audits this Quarter: 225

Number of Surveys Returned: 84

Return Rate: 37.3%



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%

95%

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

99%

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

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

99%

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

98%

97%

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:

99%

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?"

99%



The Registrar Company

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Comments from our Clients

"The virtual audit went flawlessly! Our Auditor did an excellent job!" - Induction Tooling, Inc.

"We moved to TRC in 2018. Our Client Service Manager is very informative with any questions on processes, audit information or scheduling questions that we may have especially this year with Covid and working remotely. Thank you TRC!"
- Standard Manufacturers Services Ltd.

"Our TRC Auditor was a pleasure to work with and go through our processes. Our auditor is very familiar with manufacturing. We look forward to next year and working with them again."
- Hi-Rel Alloys

"I enjoy working with everyone at TRC. It is a very structured organization. Everybody is very professional which is a reflection of top management. I promote TRC whenever I can. Our client services manager is spot on with any communication with us."
- 3V Fasteners

"This was the first virtual ISO audit that Malach USA completed. Our TRC Auditor did a great job communicating with process owners and able to get a great vision of our business even though she wasn't in-person."
- Malach USA

"Our TRC Auditor made our yearly audit (teleconferencing event) as easy as possible for us and provided constructive input throughout our audit."
- James A. Staley Co.



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