

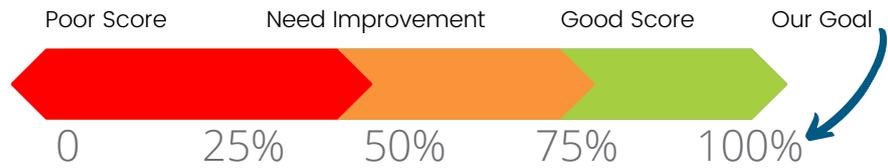
Customer Survey Results

Q3 Audits: July-September 2021

Number of Audits this Quarter: 146

Number of Surveys Returned: 56

Return Rate: 38%



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%

89%

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:

100%

"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:

94%

96%

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:

96%

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

Q3 Audits: July–September 2021

Comments from our Clients

"I am extremely satisfied with TRC! It is as professional as one can get. you couldn't pay me to go with another certification company!"

- Altra Motion

"TRC is always a pleasure to have visit for audit time as we really appreciate their professionalism, expertise and patience. We had some very negative experiences with previous auditors from different Certification Bodies which led us to switch to TRC and we are very happy with this relationship".

- Billet Precision Ltd.

"TRC has a consistent and stable process and all of the people that I have come in contact with are very professional and experienced. There are not many companies that I have worked with that possess these traits and that is why I enjoy working with TRC and promote its services".

- 3V / Moeller

"TRC and our Auditor are always a joy to work with and make this process straightforward and as painless as possible".

- AGH Industries Inc.

"TRC and our auditor's professionalism, attention to detail and precision is both important and appreciated - they help us strive to improve and be better".

- dB Noise Reduction Inc.

"Our TRC Auditor is very knowledgeable and has done an incredible job remembering our business processes and how they interact with each other.".

- CBS Manufacturing Company



The Registrar Company