

# CUSTOMER SCORE CARD

~ **What is your overall Customer Rating for Wasatch Labs?**

- 93% "A" Quality
- 6% "B" Quality
- 1% "C" Quality

**(PERCENTAGE THAT AGREED)**

QA/QC knowledge and assistance exceeded our expectations.....	96%
Process coordination was clear and executed per the established plan.....	89%
Wasatch representative was very knowledgeable, easily explained process to us.....	96%
Wasatch asked for our priorities and made them theirs .....	95%
The quality of our Finished Good(s) met our expectations.....	97%
Product Development (i.e. the Lab) performed quickly and efficiently .....	88%
High level of creativity in packaging including type and design.....	87%
Packaging tailored to meet the needs of my product and my audience .....	91%
Wasatch treated us and our project with ultimate respect and importance .....	93%
Wasatch delivered our Finished Product(s) when promised (on time) .....	91%
Wasatch helped us meet our Product Launch Deadline .....	94%
Quotes were delivered in a timely fashion.....	96%
Product was delivered within timeframe originally agreed upon .....	92%
Wasatch responded quickly and appropriately to our needs/wants.....	90%
Wasatch Management anticipated issues and quickly resolved challenges .....	92%
Wasatch kept me informed of Project progress from start to finish.....	90%
Wasatch informed me of concerns and created timely solutions .....	97%
Pricing for my product was competitive .....	96%
Once agreed upon, all aspects of the project stayed within designated budget .....	98%
Customer Service worked effectively with us to resolve issues .....	90%
Customer Service at Wasatch responded promptly to our requests .....	86%
Legal knowledge and Compliance assistance was proficient .....	99%
Accuracy with Customer Service exceeded our expectations.....	84%
Accuracy with the Lab and Production exceeded our expectations.....	88%
Total satisfaction of overall appearance of final product .....	94%
Total satisfaction of overall quality of final product .....	92%
Overall, Wasatch met our expectations .....	96%
Overall, Wasatch exceeded our expectations .....	82%
Would use Wasatch again with future projects.....	97%
Would recommend Wasatch to colleagues.....	96%

~ **What is the one thing Wasatch Labs could work on to be a better manufacturer?**

- 27% Delivery of Raw Material from Suppliers (Raws took longer than expected to arrive).
- 24% Turnaround time required for product revisions (customers wanted samples finished sooner).
- 16% Quality Standards impeded delivery time of Finished Goods (delays while verifying quality).
- 15% Communication of expectations when problems arise (being realistic vs. too optimistic).
- 9% Urgency of customers was not met with the same urgency from Wasatch.
- 9% Multiple Miscellaneous Suggestions.

*Parameters: Over 100 of our current customers were surveyed to gain this information. Our customers freely provided this exclusive feedback to us. Their candid responses are appreciated. All respondents have used Wasatch as a manufacturing source for at least one year (minimum). 100% of the respondents have secondary manufacturers besides Wasatch Labs. Wasatch must have manufactured over 50,000 units for each of the participants in this survey (minimum).*

