

10 Years of Quality Surveys

For the past 10 years, we have been sending quality surveys to customers that do a significant amount of business with us, asking how they like the work that we do. The questions we ask have stayed the same, giving us a fixed comparison year-to-year. This year we are excited to share our results!

Example of the survey sent out each year to our customers.

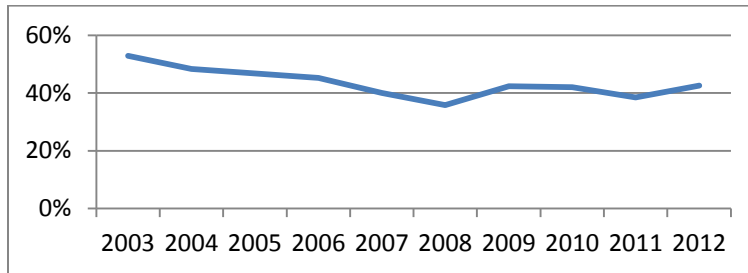
Lawrence Industries, Inc. is continually trying to improve the level of quality and service provided to our customers. Feedback from you will help us improve our operations and better meet your needs. Thank you for your time.

Quality and On Time Delivery	Yes	No	Communications	Yes	No
Are quotes for new products handled in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>	When calling Lawrence Industries, are you greeted in a cheerful and professional manner?	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel that feedback concerning your parts is provided when it is needed?	<input type="checkbox"/>	<input type="checkbox"/>	When calling Lawrence Industries, is assistance and knowledge provided?	<input type="checkbox"/>	<input type="checkbox"/>
Does the quality of our processes meet your expectations?	<input type="checkbox"/>	<input type="checkbox"/>	Customer Focus		
Do you feel that your parts are handled as carefully in our facility as they are in yours?	<input type="checkbox"/>	<input type="checkbox"/>	Do you feel that Lawrence Industries is focused on you as a valued customer?	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel that your parts are processed in a timely fashion?	<input type="checkbox"/>	<input type="checkbox"/>	Is there likely to be a significant increase in the amount of work we process for you?	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel that shipping arrangements are handled adequately?	<input type="checkbox"/>	<input type="checkbox"/>	Would you recommend us to other companies in need of heat-treating services?	<input type="checkbox"/>	<input type="checkbox"/>
Is the information on our packing slips and invoices clear and complete?	<input type="checkbox"/>	<input type="checkbox"/>	ISO Requirements		
Do you feel that your account is handled in a professional manner?	<input type="checkbox"/>	<input type="checkbox"/>	Is ISO 9001:2008 registration a requirement for doing business with you?	<input type="checkbox"/>	<input type="checkbox"/>
			Will it be a requirement in the future? Maybe <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Suggested Improvements: www.lawrenceindustriesheatreat.com

Return Rate

We would like to thank our customers for the consistently impressive return rates!



Survey Results

Thank you to all of our employees for making these results a reality year after year!

