



FERRY ELECTRIC COMPANY

Electrical Contractors

250 Curry Hollow Rd. Pittsburgh, PA 15236

(412) 892-2100
Fax (412) 892-2107

CUSTOMER QUALITY AUDIT



TO: _____

Date 7-13-95

Dear John Buch

> Thank you for contacting our company and giving us the opportunity to work with you on your project. If we can be of help in the future, please call us! We're always available to discuss your needs.

We take pride in our work and are constantly striving to maintain our high quality. Would you help us by taking a minute to answer the following questions? Your comments are valuable and will help us serve you better in the future. **Thank You.**

• **Were we responsive to your needs?**

- Before the job Yes No
- During the job Yes No
- After the job Yes No

• **Did we do everything we agreed to do?**

- Yes No

• **Was the job...**

- started on time? Yes No
- completed on time? Yes No
- left clean? Yes No

• **Were you satisfied with the price and value of the job we did?**

- Yes No

• **Were you pleased with the quality of our work?**

- Yes No

• **Were our workers courteous?**

- Yes No

• **Would you consider us for future projects?**

- Yes No

We invite you to write in any additional comments...

General Comments:

I could not be happier with the SERVICE, that I received for the past thirty or so years

• **May we use your name as a reference on future jobs?** Yes No

Signature A. K. - g. Deale Date 7-13-95 Phone 578-8712