



and our Family of Certified Repair Stations

Aviation Maintenance & Technical Support
Aviation Turbines International, Inc.
Corpair Supply Company, Inc.

CUSTOMER SATISFACTION SURVEY

Your satisfaction is the key to our success. We want you to be happy with our products and service, and are constantly looking for ways to improve the quality of our product services. To do that, we need to know what you think. Please take just a few minutes of your valuable time and respond to the handful of questions listed below.

As a valued customer, how you rate our products and services is the most important information we can get. Please return your completed survey by way of fax (636) 272-0844 to the attention of Don Palmer. Thank you!

Sincerely,

DF Palmer

Don Palmer - Quality Management Systems Director

Please check the box [X] that best describes your level of satisfaction.

1) Overall, how satisfied are you with AVMATS customer service?

[] Very Satisfied — [] Satisfied — [] Neutral/Not Sure — [] Dissatisfied — [] Very Dissatisfied

2) Overall, how satisfied are you with AVMATS customer support?

[] Very Satisfied — [] Satisfied — [] Neutral/Not Sure — [] Dissatisfied — [] Very Dissatisfied

3) Overall, how satisfied are you with AVMATS customer technical support?

[] Very Satisfied — [] Satisfied — [] Neutral/Not Sure — [] Dissatisfied — [] Very Dissatisfied

4) Overall, how satisfied are you with AVMATS documentation?

[] Very Satisfied — [] Satisfied — [] Neutral/Not Sure — [] Dissatisfied — [] Very Dissatisfied

5) Overall, how satisfied are you with the quality of AVMATS parts, service and/or support?

[] Very Satisfied — [] Satisfied — [] Neutral/Not Sure — [] Dissatisfied — [] Very Dissatisfied

6) How likely would you be to recommend AVMATS parts, service or support to a colleague?

[] Very Likely — [] Likely — [] Neutral/Not Sure — [] Unlikely — [] Very Unlikely

7) How likely would you be to buy or use AVMATS parts or service again?

[] Very Likely — [] Likely — [] Neutral/Not Sure — [] Unlikely — [] Very Unlikely

8) What did you like best about AVMATS customer service/support?

9) What did you dislike most about AVMATS customer service/support?

10) How could AVMATS improve their customer service/support?

11) Please provide a bit of informational tie-in about recent parts/services provided by AVMATS. Check [X] the appropriate box.

[] Aircraft Service | [] Airframe Service | [] Avionics Parts/Service | [] Aircraft Accessory Parts/Service | [] Instrument Parts/Service | [] Powerplant Parts/Services | [] Auxiliary Power Unit Parts/Services

Table with 4 columns: Description, Model/Part Number, Serial Number, Purchase/Sales Order Reference

12) May we contact you regarding the results of this survey? [] Yes [] No

Phone #: _____

Survey Completed By: _____

Date: _____