

Thermal Press International (TPI) Customer Survey

Name _____ Company _____

1. Why did you select TPI over competing suppliers of plastic joining solutions? (check all that apply)

| | | | |
|-----------------------|-------|---|-------|
| Reputation | _____ | Prior Experience with TPI | _____ |
| Competitive Price | _____ | TPI's Customer Service | _____ |
| Recommendation | _____ | TPI's Knowledge of Your Business | _____ |
| Specified by Customer | _____ | TPI's Plant Location | _____ |
| Don't Know | _____ | Not involved with the Selection Process | _____ |
| Other (describe) | _____ | | |

2. How did you find out about TPI's heat stakers or heat sealers? (check one)

| | | | |
|---------------|-------|--|-------|
| Word of mouth | _____ | Advertisement | _____ |
| Trade Show | _____ | TPI was at my current or prior company | _____ |
| Online Search | _____ | Not sure | _____ |
| Other Sources | _____ | | |

3. Would you recommend TPI?

Yes _____ No _____ Not in a position to rate _____

Why? _____

4. No company is perfect. What can TPI do differently?

5. What benefits has your company received from your TPI heat staking or heat sealing machine(s)?

6. How would you rate your overall experience that you have had with TPI?

(10= Excellent, 1 = Poor)

| 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | Cannot Rate |
|----|---|---|---|---|---|---|---|---|---|-------------|
| | | | | | | | | | | |

7. Other comments / testimonials:

