



GREENSLADE & COMPANY, INC.
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Dear Greenslade Customer,

In an effort to keep our quality system aligned with yours, we have prepared a short survey that will help streamline this order. If you have already responded to this survey, please disregard. We are specifically looking for *Gage ID#’s, Calibration Cycles, and decision rules regarding measurement uncertainty.*

Gage ID’s:

- If you haven’t already, please provide Greenslade & Company with Gage ID numbers for each of the gages ordered and/or sent in for recalibration.

Check here if you would like these ID’s permanently etched on your gages (fees may apply).

Check here if you don’t want any Gage ID #’s on your certificates or gages.

Calibration Cycles:

- If you haven’t already, please provide Greenslade & Company with calibration cycles for each gage ordered and/or sent in for recalibration. If we do not get a response, your certs will be returned with a one year calibration cycle.

Check here if you do not wish to have a calibration cycle associated with your certificates.

Uncertainty:

- Please indicate how you would like Greenslade & Company to apply measurement uncertainty. Per our A2LA accreditation, we must default to an application that reduces your allowable tolerance which could result in an in-determinant assessment of the gage (i.e. we could not say pass or fail). Please choose one:

Do not apply uncertainty. Just tell me if my gage passes or fails according to the measurement and how it compares to the standard. We will default to this if we get no response

Other (please specify) _____

Please check if you would like to have on-line access to your calibration certificates, via a secure web portal.

Lastly, we would like to ask *how are we doing?*

- How is our delivery?

Excellent

Poor

Not sure or somewhere in between.

- How are our prices for both new gages and/or calibration services?

High (New Gages)

High (Calibration)

Low (New Gages)

Low (Calibration)

Competitive (New Gages)

Competitive (Calibration)

- How is our Customer Service?

Excellent

Poor

Not sure or somewhere in between.

- What is most important to you when choosing a Gage Supplier or Calibration Lab (Check all that apply)?

Technical Knowledge

Quickest Delivery

Lowest Price

Most Offerings (i.e. "one stop shop")

Great Customer Service

ISO 17025 (or other) Accreditation

Additional services such as Consulting, Testing, Training, etc.

- What can we do to better serve you?

Quicker response time

Offer More/different equipment

Offer More/different calibration services

Better Customer Service

Other (Please explain) _____

Your Name: _____ Company Name: _____

We sincerely thank you for taking the time to complete this survey. We appreciate your business and wish you a successful year.

Best Regards,



Shawn Troutman

QA Manager

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