



WACOSA Production/Contract Customer Survey Results 2019

Summary

We received back 17% of all customer satisfaction surveys sent out which is an increase of approximately 3% from 2018. We sent out 70 surveys and received 12 back.

Customers were asked to rate us on:

- Customer service/Sales – Initial stages, including bid time, sales, etc.
 - 100% were satisfied or very satisfied.
 - 2018 = 100% 2017 = 100% 2016 = 100% 2015 = 100% 2014 = 100%
 - We received no neutral, dissatisfied, or very dissatisfied responses.
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%
- Customer service – During order production, communications, answering questions/concerns, etc.
 - 100% were satisfied or very satisfied (Note – 100% Extremely Satisfied)
 - 2018 = 100% 2017 = 100% 2016 = 100% 2015 = 100% 2014 = 100%
 - We received no neutral, dissatisfied, or very dissatisfied responses.
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%
- Quality of items produced
 - 100% were satisfied or very satisfied
 - 2018 = 100% 2017 = 100% 2016 = 88% 2015 = 100% 2014 = 100%
 - 0% were neutral
 - 2018 = 0% 2017 = 0% 2016 = 13% 2015 = 0% 2014 = 0%
 - We received no dissatisfied or very dissatisfied responses.
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%
- Delivery Date
 - 100% Very satisfied.
 - 2018 = 100% 2017 = 100% 2016 = 100% 2015 = 100% 2014 = 100%
 - We received no satisfied, neutral, dissatisfied or very dissatisfied responses.
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%
- When asked if the customer would work with WACOSA again in the future:
 - 66.6% said absolutely they would work with WACOSA again.
 - 2018 = 83.3% 2017 = 50% 2016 = 87.5% 2015 = 100% 2014 = 100%
 - 33.3% said they most likely would work with WACOSA again.
 - 2018 = 16.6% 2017 = 50% 2016 = 12.5% 2015 = 0% 2014 = 0%
 - No customers responded they were not sure, probably would not, or for sure would not work with WACOSA again.
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%
- When asked to rate their over all experience with WACOSA the customers replied:
 - 100% were satisfied or very satisfied.
 - 2018 = 100% 2017 = 100% 2016 = 100% 2015 = 100% 2014 = 100%
 - We received no neutral, dissatisfied or very dissatisfied responses.
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%

- When asked if they would recommend WACOSA with business partners and associates:
 - 100% Said yes they would.
 - 2018 = 100% 2017 = 100% 2016 = 100% 2015 = 100% 2014 = 100%
 - No one replied that they were not sure if they would recommend WACOSA, probably not recommend WACOSA or for sure would not recommend WACOSA.
 - 2018 = 0% 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%

Trend Analysis

WACOSA did an online survey. Survey trends are 2009 to 2019. WACOSA continues to see all of the fluctuation in responses between satisfied and very satisfied. For the ten years of data available we have not received a single “not satisfied” response. All of the comments remain complimentary

Plan for the Future

WACOSA has a quarterly quality assurance meeting. These meetings are designed to discuss any customer complaints and concerns as well as internal concerns so that any issues can be dealt with in a timely manner. When issues do arise we have solid systems and documentation in place to handle the issue and resolve any customer concerns quickly and professionally. We hold regular sales/production meetings to review upcoming jobs, review open and closed bids, etc. We are in continuous contact with our production customers and address any needs and concerns immediately, which is part of why we believe we have had such amazing survey results year after year.

In 2019 we started conducting brainstorming meetings to talk about the effects and plans for future due to the closure of Electrolux. Through this process we have identified an independent sales person. He and the sales manager continue to look for new opportunities.