Customer Satisfaction Survey AS9100 & ISO 9001:2015
Review Evalution Report
10/11/2019

Multilayer Technology

Customer Satisfaction Survey Review

GENERAL - YOUR OVERALL PERCEPTION OF:	C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	C13	C14	C16	C18	C20	C22	C23	C25	C26	C27	C28	C29	C32	C34	C35	C36	C37	C38	C39	C40	C41	C42	C43	C45	C46	C48	C50	C53	C56	C60	C61	C64	C65	C67	C69	TOTAL	N	AVERAGE
Multilayer's image in the industry	100	90	100	90	100	90	100	90	90	90	100	100	90	100	100	100	90	90	100	90	100	100	100	100	90	100	90	90	100	90	90	100	90	90	100	100	100	100	100	100	100	100	90	100	100	4320	45	96.00
Ease of working with Multilayer staff	100	100	100	100	100	100	100	90	90	90	100	100	100	100	100	100	100	100	100	90	100	100	100	100	90	100	100	100	100	100	100	100	90	90	100	100	100	100	100	100	100	100	90	100	100	4420	45	98.22
Comparison to your other PCB vendors	100	100	100	100	100	90	100	100	80	80	100	100	90	100	100	100	100	90	100	90	100	100	90	100	90	100	100	90	100	90	100	100	90	90	100	100	100	90	100	90	100	100	90	100	90	4320	45	96.00
Contribution to your success	100	100	100	100	100	90	90	90	80	80	100	100	90	100	100	100	100	90	100	90	100	90	90	100	90	100	100	90	100	90	100	100	90	90	100	100	100	100	100	90	100	100	90	100	100	4310	45	95.22
OVERALL SALES SERVICE/RESPONSIVENESS																																																
Outside Sales support contact	100	90	100	100	90	90	100	90	90	90	100	100	90	100	100	100	100	90	100	90	100	90	100	90	90	100	100	90	100	80	90	100	90	90	100	100	100	100	100	100	100	100	90	100	90	4300	45	95.55
Inside Sales Support contact	100	100	100	100	100	100	100	100	100	90	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	90	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	4480	45	99.55
Delivery Services	100	100	100	100	90	100	100	100	90	90	100	100	100	100	100	100	100	100	100	100	100	90	100	90	90	90	100	90	90	100	100	100	100	100	100	100	100	100	100	90	100	100	100	90	100	4390	45	97.55
Order responsiveness	100	100	100	100	100	100	100	100	80	90	100	100	100	100	100	100	100	100	100	100	100	100	100	90	90	90	100	100	90	100	100	100	100	100	100	100	100	100	100	90	100	100	100	100	100	4420	45	98.22
TECHNOLOGY CAPABILITIES OVERALL																																																
Quick-turn delivery options	100	100	100	100	100	100	90	90	90	90	100	100	90	100	100	100	100	100	100	90	100	90	100	100	90	100	100	100	100	90	90	100	90	100	100	100	100	100	100	80	100	100	100	100	100	4370	45	97.11
Standard delivery options	100	100	100	100	100	100	100	90	90	90	100	100	90	100	100	100	100	100	100	90	100	100	100	100	90	100	100	90	90	90	90	100	100	100	100	100	100	100	100	90	100	100	100	100	100	4390	45	97.55
Board technologies	100	100	100	100	100	100	100	100	90	90	100	100	90	100	100	100	100	100	100	100	100	100	100	100	90	100	100	100	100	100	100	100	100	100	100	100	100	100	100	90	100	100	100	100	100	4450	45	98.88
Material types	100	100	100	100	100	100	100	100	90	90	100	100	90	100	100	100	100	100	100	100	100	100	100	100	90	100	100	100	100	100	100	100	100	100	100	100	100	100	100	90	100	100	100	100	100	4450	45	98.88
Technical Support	100	100	90	100	90	90	100	80	70	90	100	100	100	90	100	90	100	90	100	90	100	100	100	90	90	100	90	90	90	90	90	100	100	90	100	100	100	100	100	100	90	100	90	90	90	4250	45	94.44
Technical Solutions	100	90	90	100	90	90	100	80	70	90	100	100	90	90	100	90	100	90	90	90	100	100	100	90	90	100	100	90	90	90	90	100	90	90	100	100	100	100	100	90	90	100	90	90	90	4210	45	93.55
OVERALL COST																																																
Cost compared to competitors	90	90	90	90	90	90	90	90	80	70	90	90	80	90	90	90	100	80	90	80	90	90	90	90	80	90	90	90	80	80	90	90	90	90	90	100	90	100	90	90	90	100	90	90	90	4000	45	88.88
Value for the price	90	90	90	90	90	90	100	90	80	80	100	100	90	90	90	90	100	90	90	80	90	90	90	90	80	100	90	90	90	80	90	90	90	90	90	100	100	100	90	90	90	100	90	90	90	4090	45	90.88
OVERALL QUALITY																																																
PCB's meeting requirements	100	100	100	100	90	90	100	80	70	90	100	100	90	100	100	90	100	90	90	90	100	90	90	90	90	100	100	90	90	100	90	100	90	90	100	100	100	100	100	100	100	100	90	90	100	4260	45	94.66
Overall fabrication quality	100	100	100	100	90	90	100	80	80	90	100	100	90	100	100	90	100	90	100	90	100	90	100	90	90	100	90	90	90	100	100	100	100	100	100	100	100	100	100	100	100	100	100	90	100	4320	45	96.00
QA support/responsiveness	100	90	100	90	90	80	90	90	70	90	100	100	80	90	100	90	90	90	100	80	90	90	100	80	80	100	100	90	90	NA	90	90	90	90	100	100	100	100	100	90	100	100	90	90	90	4050	45	90.00
PACKAGING/LABELS OVERALL																																																
Packaging to prevent damage	100	90	90	100	100	90	90	90	80	90	100	100	90	100	100	90	100	100	90	90	100	100	100	90	100	100	100	90	90	90	100	100	100	100	100	100	100	100	100	NA	100	100	100	100	90	4230	45	94.00
Packaging appearance	100	90	100	100	100	90	100	90	80	90	100	100	90	100	100	100	100	100	90	90	100	100	100	90	100	100	100	100	90	90	100	100	100	100	100	100	100	100	100	NA	100	100	100	100	100	4280	45	95.11
Label appearance	100	100	100	100	100	90	100	90	80	90	100	90	100	100	100	100	100	100	100	90	100	100	100	100	100	100	100	100	90	90	100	100	100	100	100	100	100	100	100	NA	100	100	100	100	100	4310	45	95.77
Certs: CofC, Test CofC	100	90	100	100	100	90	100	90	70	90	100	90	90	100	90	100	100	100	100	90	100	100	100	90	100	100	100	90	90	100	100	100	100	100	100	100	100	100	100	NA	100	100	100	90	100	4250	45	94.44
DELIVERY PERFORMANCE OVERALL																																																
On-time delivery	90	90	90	90	80	80	80	80	70	90	100	90	90	90	90	90	90	90	90	80	90	90	90	90	90	90	90	80	90	100	90	90	80	90	90	100	100	90	90	90	90	100	90	90	90	3080	45	88.00
JIT (CONTRACT MANUFACTURING)																																																
On-time dock delivery	90	90	100	NA	NA	80	80	80	70	90	100	90	90	90	90	90	90	90	90	80	90	90	90	90	90	100	90	80	90	100	90	90	80	90	90	100	100	90	90	NA	90	100	90	90	90	2930	45	88.79
ACCOUNTING/BILLING																																																
Accuracy of billing	100	100	100	100	100	100	100	90	90	90	100	100	100	100	100	100	100	100	90	100	100	100	100	100	100	100	100	100	100	NA	100	100	90	100	90	100	100	100	100	90	100	100	100	100	100	4330	45	96.22
Accounting responsiveness	100	100	100	100	100	100	100	90	90	90	100	100	100	100	100	100	100	100	90	100	100	100	100	100	100	100	100	100	100	NA	100	100	90	100	90	100	100	100	100	90	100	100	100	100	100	4330	45	96.22
CUSTOMER AVERAGE	99	96	98	98	96	93	93	90	82	88	99	98	92	97	98	96	98	95	96	91	98	96	97	94	91	98	97	93	94	93	95	98	94	95	98	100	99	99	98	93	98	100	95	96	96		4298	**95.51%**

CHART RATING IDENTIFICATION	
VERY GOOD	100
GOOD	90
FAIR	80
POOR	70
VERY POOR	50
N/A	0

2019		95.51%	
2018		95.43%	
2017		95.32%	
2016		95.04%	
2015		93.71%	
2014		95.30%	

2019 OVERALL AVERAGE RATING: 95.51 %