

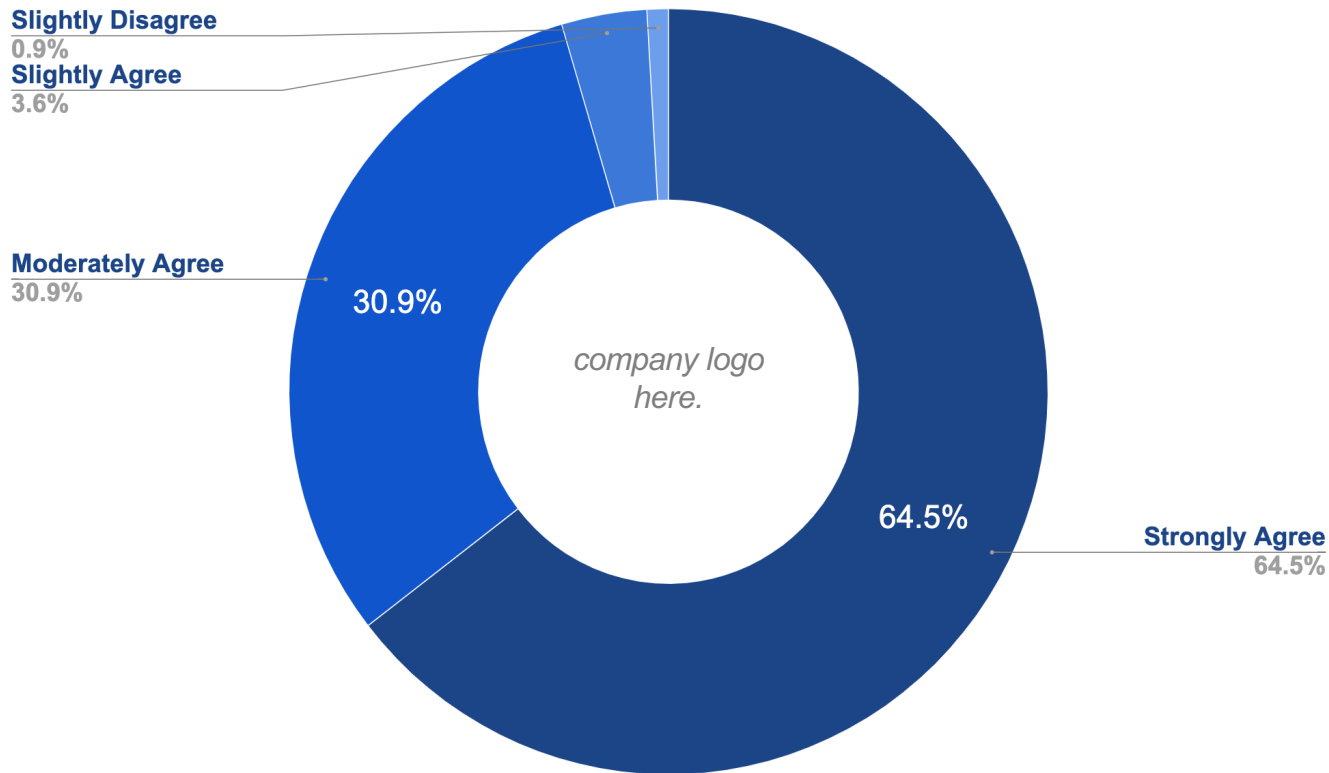
ABC Company Logo

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# Customer Experience Survey 2022

strategicplan**solutions**

# ABC Company Overview

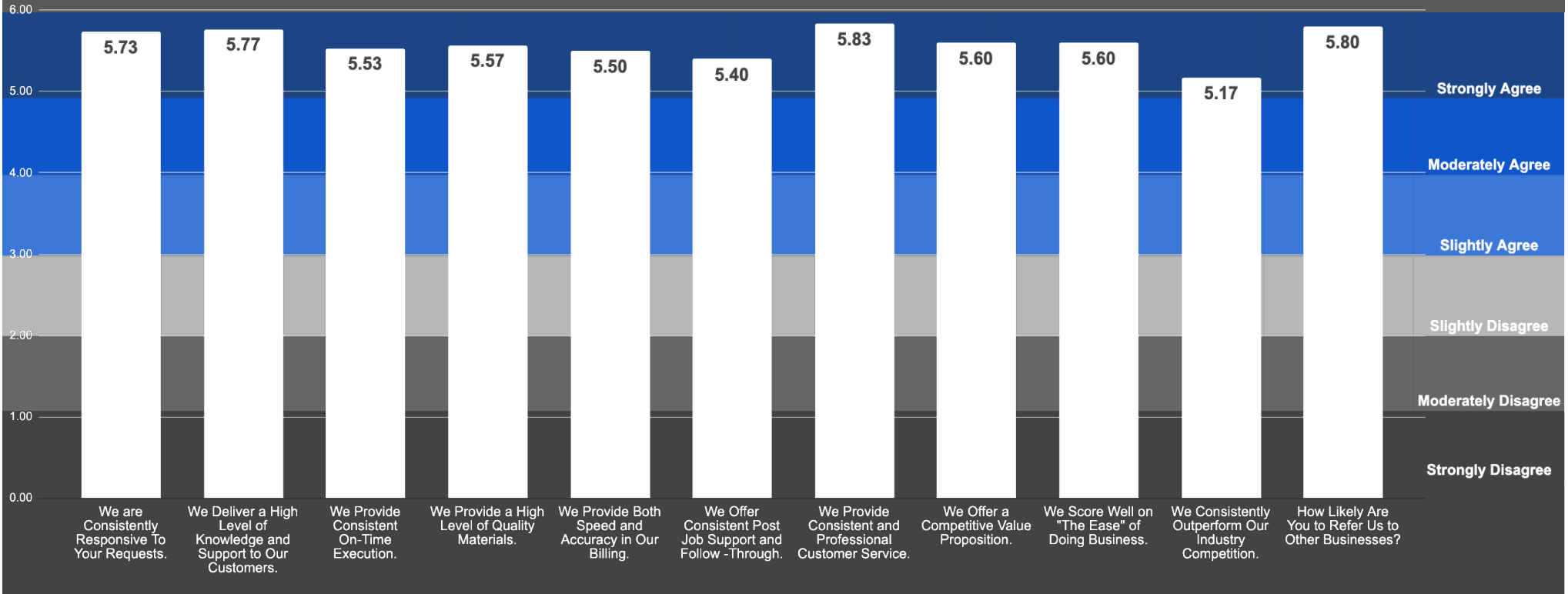


Strongly Agree	64.55%
Moderately Agree	30.91%
Slightly Agree	3.64%
Slightly Disagree	0.91%
Moderately Disagree	0.00%
Strongly Disagree	0.00%

Date: 3/17/22

Online Surveyors: 30

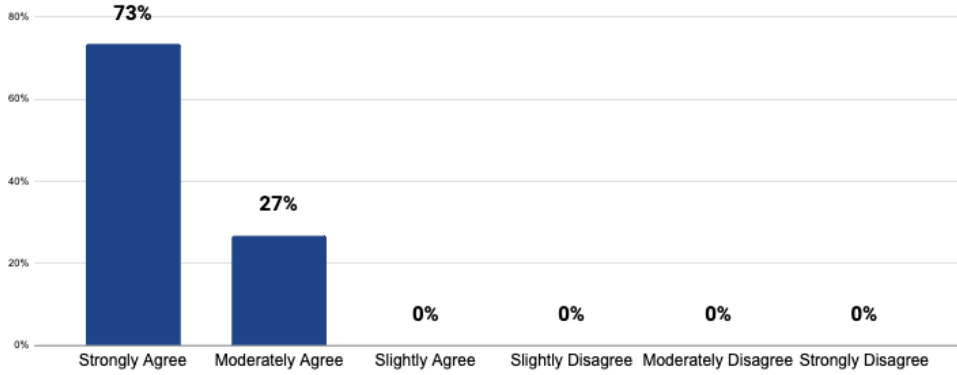
# Detailed Overview



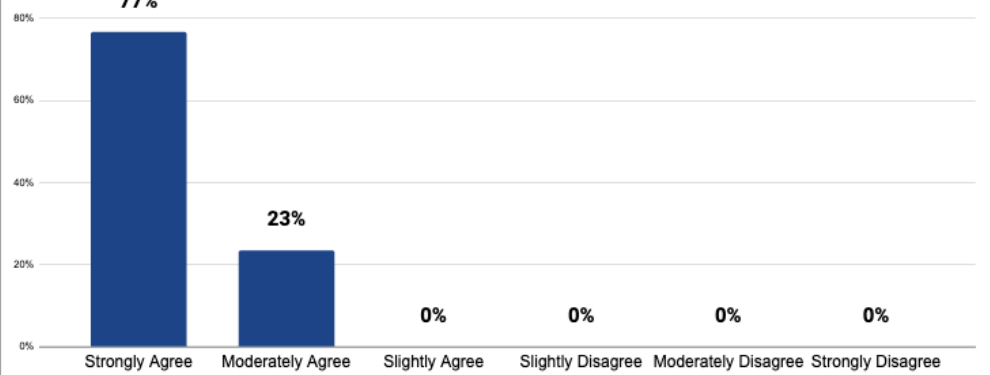
Answers from Highest to Lowest Score	Total Score	% Total
We Provide Consistent and Professional Customer Service.	5.83	97.22%
How Likely Are You to Refer Us to Other Businesses?	5.80	96.67%
We Deliver a High Level of Knowledge and Support to Our Customers.	5.77	96.11%
We are Consistently Responsive To Your Requests.	5.73	95.56%
We Offer a Competitive Value Proposition.	5.60	93.33%
We Score Well on "The Ease" of Doing Business.	5.60	93.33%
We Provide a High Level of Quality Materials.	5.57	92.78%
We Provide Consistent On-Time Execution.	5.53	92.22%
We Provide Both Speed and Accuracy in Our Billing.	5.50	91.67%
We Offer Consistent Post Job Support and Follow -Through.	5.40	90.00%
We Consistently Outperform Our Industry Competition.	5.17	86.11%

# Questions Surveyed (1 of 2)

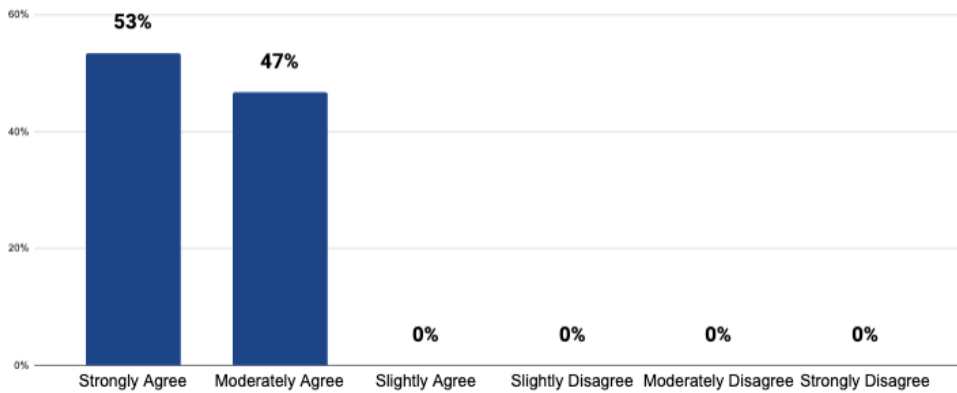
**We are Consistently Responsive To Your Requests.**



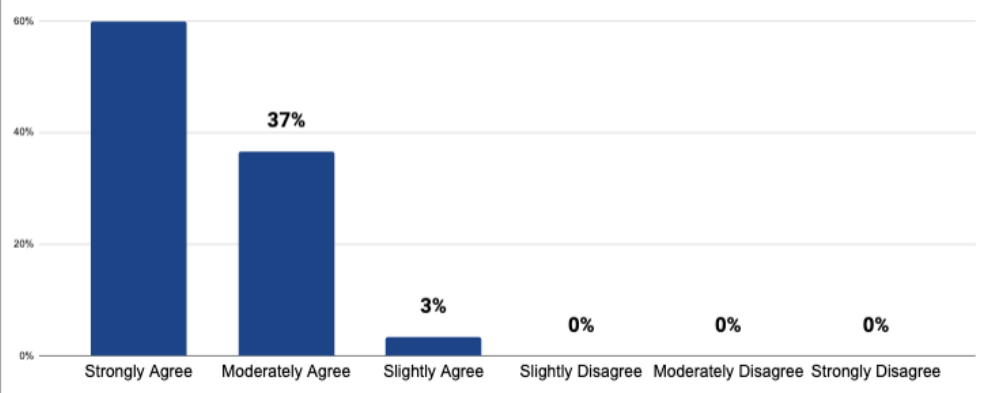
**We Deliver a High Level of Knowledge and Support to Our Customers.**



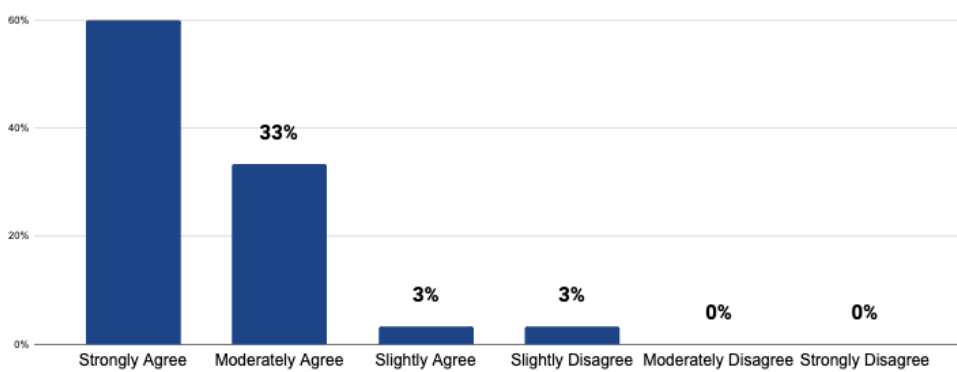
**We Provide Consistent On-Time Execution.**



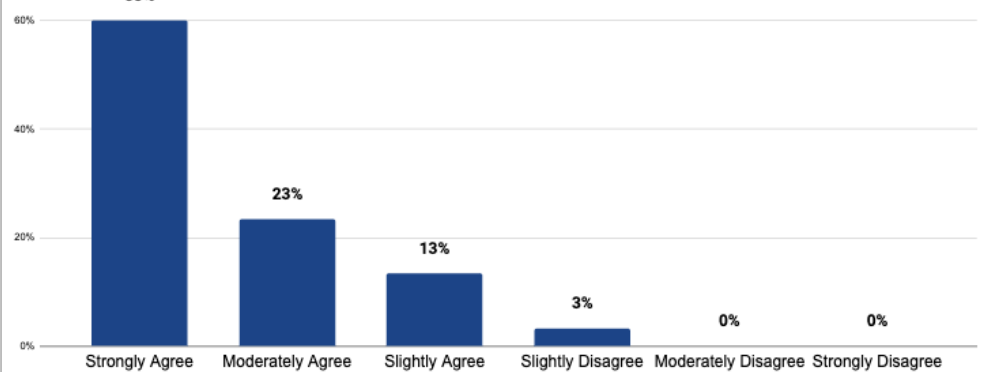
**We Provide a High Level of Quality Materials.**



**We Provide Both Speed and Accuracy in Our Billing.**

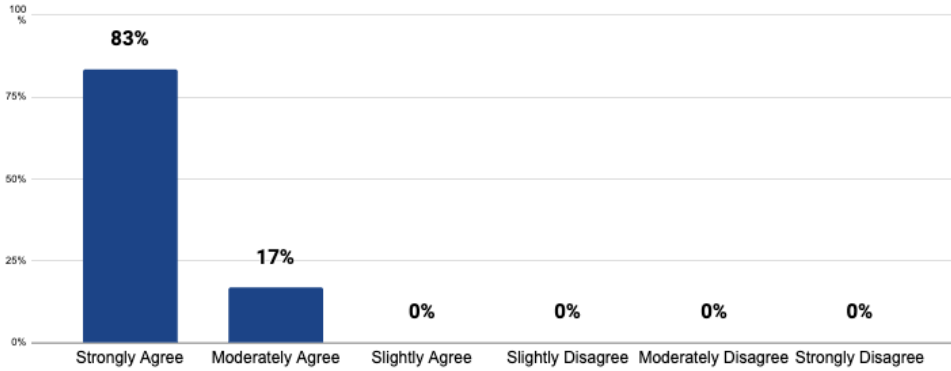


**We Offer Consistent Post Job Support and Follow -Through.**

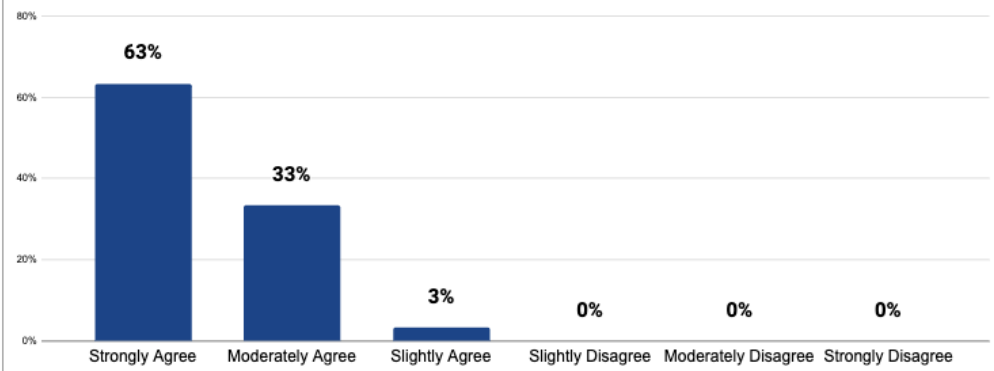


# Questions Surveyed (2 of 2)

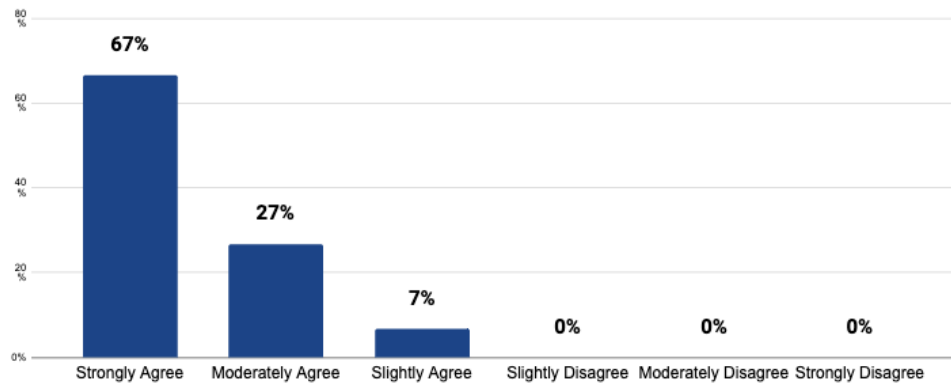
**We Provide Consistent and Professional Customer Service.**



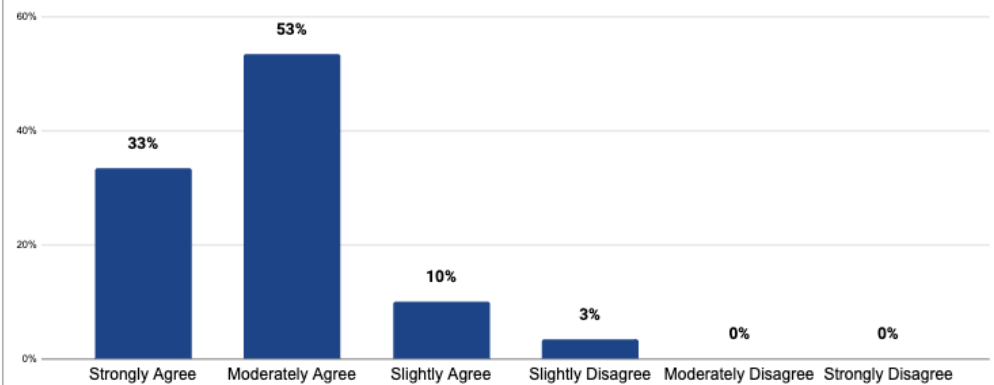
**We Offer a Competitive Value Proposition.**



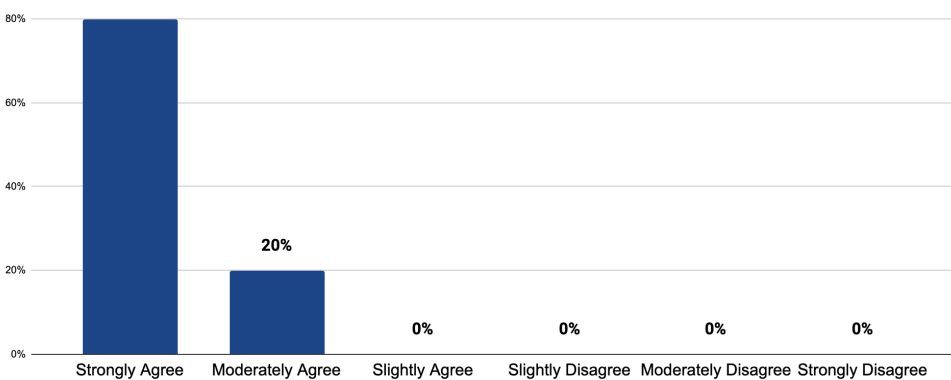
**We Score Well on "The Ease" of Doing Business.**



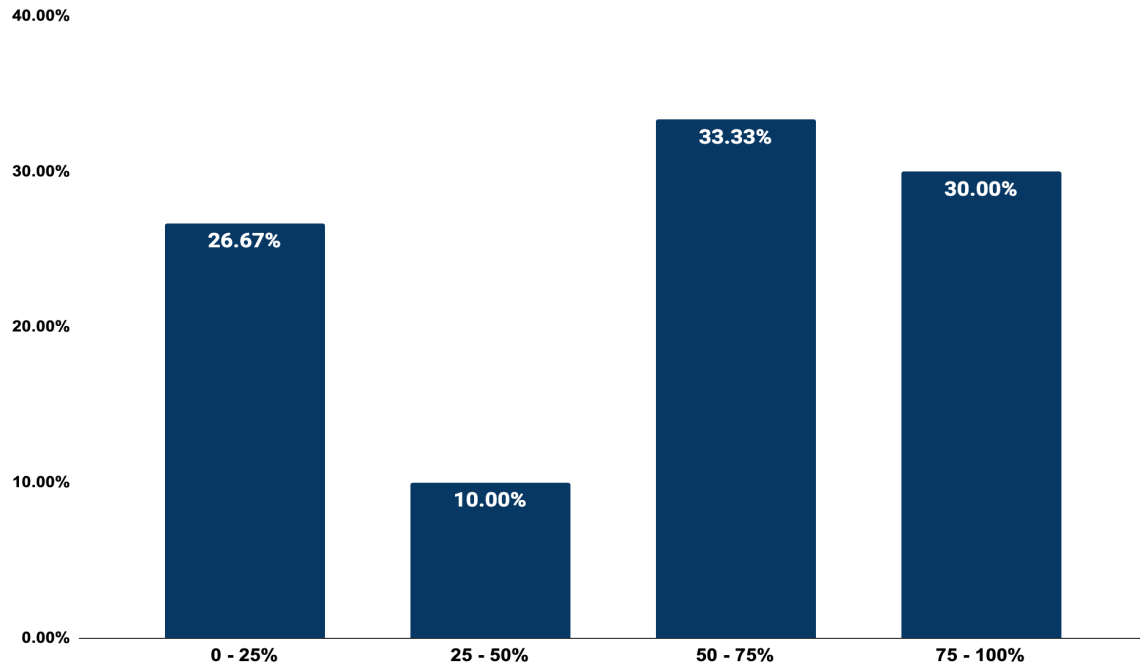
**We Consistently Outperform Our Industry Competition.**



**How Likely Are You to Refer Us to Other Businesses?**



# What Percentage of Your Total Concrete Business (In our Geographic Area) Have you Engaged with ABC Company?



Options	Qty	% of Total
0 - 25%	8	26.67%
25 - 50%	3	10.00%
50 - 75%	10	33.33%
75 - 100%	9	30.00%
	30	

0 - 25%	25 - 50%	50 - 75%	75 - 100%
Vollers	Dare Commercial Services	Moorestown Mall	Boston Properties
Meco Constructors, Inc	Winzinger, Inc.	Delco Development LLC	JLL Jones Lng LaSalle
Chapman Construction	DeFino Contracting Co.	Caruso Excavating	Timber Ridge Management LLC
Warfel Construction Company		Lynmar Builders	Hikma Pharmaceuticals
Bencardino Excavating, Inc		Whitesell Construction	G-Force Excavation, LLC
Landberg Construction LLC		Colonial Pipeline Company	Legow Management
CSC Asphalt, Inc		Waterford Material	Associa Mid-Atlantic
United Tectonics Corp		BlackRock	Needleman Management
		Richard T Barrett Paving Contractors, Inc	JS Hovnanian and & Sons LLC
		ARCO Design/Build Industrial	

# How Could We Improve Your Experience with ABC Company?

Slow starts in the morning. Putting own trucks ahead of customers.

None needed

The follow-up execution of outstanding punch list items post pave.

Build a Plant Closer to The Shore

ABC Company continues to give us good service and they do a good job with following up. Just keep up the program you have in place.

Providing Asphalt Mix Designs when requested. Last couple of times, ABC would not send over mix designs without a signed PO from us. We cannot send a PO to anyone without approved submittals. Also, the quantities could change which may not match the quantity on the PO. No other Asphalt Plant has ever required any PO BEFORE the mix design has been provided and approved.

Accept millings/roadway excavation

Keep doing what you are doing.

Offer temporary work to fit within budget, offer better competitive pricing

Don't see room for Improvement . Already satisfied we your services .

I have BEEN very happy with ABC Company and any problems, which are few, have been remedied immediately.

# What is the Biggest Reason You Choose to Partner with ABC Company?

Best pricing, service, and quality

Location

Great workmen ship

Proximity to our jobsite and price.

Relationship – Susan Manager needs to listen more

Communication by Dispatchers/ and Price

The trust and relationship we developed with its people in invaluable

The service and pricing they give us.

I enjoy their customer service and their product quality.

Quality of workmanship

Susan the manager is very responsive and helpful.

Consistent value and outstanding knowledge

Reliability, professionalism, quality workmanship, just to name a few

Competitive pricing and quality material

Great Service and Friendly staff.

Best option when working in Jersey suburbs. Good material and always a pleasure to work with.

Price and quickness of getting the trucks loaded and out the plant

Flexibility with schedule and the ability to mobilize quickly to address our immediate needs.