

Costco Wholesale – Betty MacNichol

PURCELL ENTERPRISES Ltd.(PEL)

CUSTOMER SATISFACTION SURVEY July 2009

Barbara Semeniuk, President of Purcell Enterprises(PEL) strives to provide the best possible service to her clients.

Please help us by taking a moment to complete our brief Customer Satisfaction survey. Your participation is much appreciated.

1. Were you happy with the results of your audit in 2008 ?

1(a) If Yes - Why – **Action plan is very time effective for the operation and the auditor. Care and energy has gone in to the application to make as trustworthy a measurement tool as possible.**

1(b) If No - Why not

2. Did you receive the service/attention you needed on contacting PEL.?

**Yes, as always Barbara gives us more than our monies worth. She is always available to help whenever she is called upon.**

3. Is there anything you would like to share with us that may help PEL provide a better service for you? N/A

4. How likely are you to use Barbara Semeniuk for another Audit?

4(a). If Yes – Why – **She has earned our trust to be fair in her findings, we continue to improve as a result of her direction and teaching while conducting the audit.**

4(b) If no Why not?

5. Do you trust PEL to provide the right service for your Company?

5(a). If Yes – Why – **Barbara’s vast knowledge in injury prevention and cutting edge technologies allows her to make recommendations that are best suited for our company.**

5(b). If No – Why Not

6. Do you receive our Newsletter? **Yes**

6(a) If not would like to?

7. We are currently updating Purcell’s Web site to help us serve our clients better.

One feature we would like to include is a list of testimonials from our valued clients like you. We would appreciate it if you could send us a very brief comment about Purcell’s services, focusing on any problems we helped you solve and the quality of our customer service.

**“Barbara’s vast knowledge of injury prevention techniques and cutting edge technologies allows her to make recommendations that are best suited for our company. Her approach to our audits has always been to accurately report on our current climate while offering tools and information we need to help us improve.”**