Customer Satisfaction Procedure
1.0  PURPOSE AND ATSOPE

1.1  Purpose
1.1.1 The purpose of this procedure is to define Customer Satisfaction at our Company.

1.2  Scope
1.2.1 The scope of this procedure is applicable for all customer orders at our Company.

2.0  APPLICABLE DOCUMENTS

The following documents are applicable to the extent as specified here in:

<table>
<thead>
<tr>
<th>Industrial/Commercial/Government Documents</th>
<th>Internal</th>
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<tbody>
<tr>
<td>ISO 9001</td>
<td>Document(s)</td>
</tr>
<tr>
<td>Quality Management System - Requirements</td>
<td>ATS-QAP-1004</td>
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<tr>
<td></td>
<td>ATS-CGP-1001</td>
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<td></td>
<td>ATS-CGP-1008</td>
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<tr>
<td></td>
<td>Form(s)</td>
</tr>
<tr>
<td></td>
<td>FORM ATS11-3201 Customer Satisfaction Survey Results Summary</td>
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</tbody>
</table>

3.0  RESPONSIBILITIES

3.1  General
3.1.1 Contracts - shall be responsible for the execution, effectiveness and maintenance of this procedure.

3.1.2 Quality Assurance - shall be responsible for auditing this procedure as scheduled per ATS-CGP-1008, Internal Audits.

3.1.3 Other Functional Departments - shall be responsible for supporting this process as specified.
4.0 REQUIREMENTS

4.1 Customer Satisfaction
As one of the measurements of the performance of the quality management system, the Contracts/Technical Manager/General Administrative/Production Operations/Quality Assurance Department monitors information relating to customer perception as to whether our Company has met customer requirements. The methods for obtaining and using this information are defined in this document.

4.1.2 Typical information collected and analyzed by the Production Operations is as follows:
   a. Customer Satisfaction Survey Data
   b. Other

4.1.2.1 The Contracts/Technical Manager/General Administrative/QA Department collects survey information from ten (10) customers and/or end users of our products/services per year minimum (typically survey 5 customers every six months if possible) using the Customer Satisfaction Survey form and/or "The Blue Book (www.thebluebook.com)" Performance Rating. If less than 10 customers, Survey 50% minimum of the Customers. When deemed necessary by the President the Customer Satisfaction data may be collected more frequently via internet continuous data collection or other pro-active means. There may also be an additional log associated with the timing of when the Customer Satisfaction Survey(s) was sent out. When the data is collected via telephone, the ATS person shall record his/her initials and date the bottom of the survey tool form. Upon receipt of the survey data, the Contracts & Marketing/General Administrative/Production Operations/QA Department compiles the data into a Customer Satisfaction Summary report for review purposes. The survey data shall be summarized by Contracts/Technical Manager/General Administrative/Production Operations/QA using the forms below and approved/dated by the Contracts/Technical Manager/General Administrative/Production Operations/QA person completing the task:

   Document Number: FORM ATS11-3201
   Description: Customer Satisfaction Survey Results Summary

4.1.2.2 The completed surveys, both Customer Satisfaction Survey form or The Blue Book survey data, are attached to the back of the Customer Satisfaction Survey Results Summary form and filed in the Quality Records area. The Customer Satisfaction results information is reviewed at the Management Review meeting per ATS-QAP-1009, Management Review.

4.1.3 Summarizing the Survey Data - The survey has seven or 8 question with a possible scores ranging from 1 to 5. Each survey has a maximum score of 35 (i.e. 7 questions x 5 max score) or 40 (i.e. 8 questions x 5). If the collected survey has questions answered not
applicable or left un-answered, no score is given. Reduce the value of 5 from the possible max score. To calculate the “Average Customer Satisfaction %”, take the customers combined score for questions 1 thru 7 or 1 thru 8 divided by 35 max or 40 max score x 100. The Customer Satisfaction rating is between 0 and 100%.

4.1.4 The Customer Satisfaction data can be collected via telephone, internet or by sending the survey out to the customer or end users. When the data is collected via telephone, the Production Operations person shall record his/her initials and date the bottom of the survey tool form.

4.1.5 Upon receipt of the survey data, the Production Operations Department compiles the data into a customer satisfaction (title of report varies based on type of customer satisfaction data measured as defined in this procedure) analysis report for review purposes. This information is reviewed at the Management Review meeting per ATS-QAP-1009, Management Review.

4.1.7 When Customer Complaints/Concerns or Corrective Action Requests are received, the Production Operations Department is the primary interface with the Customer. Both Customer Complaints/Concerns and Corrective Action Requests are processed per ATS-QAP-1006, Corrective Action(s) Request procedure.

4.1.8 All the above Customer satisfaction data is reviewed and corrective action taken as warranted per ATS-QAP-1006, Corrective Action(s) System. This information is also reviewed at the Management Review meeting per ATS-QAP-1009, Management Review.

5.0 QUALITY ASSURANCE

5.1 Audits
5.1.1 Quality Assurance shall audit this process as scheduled per ATS-QAP-1008, Internal Audits.