

VALUE INDICATORS

Please use the following ranking system in your response to the questions. Base your rating on the recent CAE Project mentioned above, performed for your company. Leave blank any item which you feel does not apply. Also, add any additional criteria which brings value to you, because we want to continually focus on what is important to you and your business.

Importance to You

A = Absolutely Critical
B = Very Important
C = Moderately Important
D = Slightly Important
E = Not at all Important

Satisfaction

A = Completely Satisfied
B = Very Satisfied
C = Moderately Satisfied
D = Slightly Satisfied
E = Not at all Satisfied

PRE-COMMITMENT

Prompt response to request for information

Importance to you A **B** C D E

Satisfaction A **B** C D E

Available when required

Importance to you A **B** C D E

Satisfaction A **B** C D E

Exploration of project alternatives

Importance to you A **B** C D E

Satisfaction A B **C** D E

Additional Comments

INITIAL PROJECT PLANNING

Knowledge of plant, processes and operational consequences

Importance to you **A** B C D E

Satisfaction A B **C** D E

Project Manager's technical competence

Importance to you **A** B C D E

Satisfaction A **B** C D E

Project Manager's communication and coordination with plant prior to CAE team's arrival

Importance to you A **B** C D E

Satisfaction A **B** C D E

Creativity of CAE's plan to increase value for your company

Importance to you A **B** C D E

Satisfaction A B **C** D E

Completeness of the project plan

Importance to you **A** B C D E

Satisfaction A **B** C D E

Additional Comments

ON-SITE WORK

Arrival of CAE team according to plan

Importance to you A ☒ B C D ESatisfaction A ☒ B C D E

Preparation of CAE's team and understanding of the project

Importance to you ☒ A B C D ESatisfaction A ☒ B C D E

CAE team's knowledge of testing procedures and regulatory issues

Importance to you ☒ A B C D ESatisfaction A B ☒ C D E

CAE team's knowledge of plant, processes and operational consequences

Importance to you ☒ A B C D ESatisfaction A ☒ B C D E

Resourcefulness of team in providing added value

Importance to you A ☒ B C D ESatisfaction A ☒ B C D E

Coordination of CAE team with plant personnel

Importance to you A ☒ B C D ESatisfaction ☒ A B C D E

CAE team working according to the plant safety plan

Importance to you ☒ A B C D ESatisfaction ☒ A B C D E

Unexpected situations handled professionally and creatively

Importance to you ☒ A B C D ESatisfaction A ☒ B C D E

Sufficient preliminary data provided prior to CAE team leaving the plant

Importance to you A ☒ B C D ESatisfaction ☒ A B C D E

Confidence in CAE team

Importance to you ☒ A B C D ESatisfaction A ☒ B C D E

Appearance and reliability of equipment

Importance to you A ☒ B C D ESatisfaction A ☒ B C D E

Additional Comments

REPORTING OF RESULTS

Timeliness of report

Importance to you ☒ A B C D ESatisfaction ☒ A B C D E

Accuracy and completeness of report

Importance to you ☒ A B C D ESatisfaction A ☒ B C D E

Usefulness of report format as a future reference tool

Importance to you ☒ A B C D ESatisfaction A ☒ B C D E

Report / result questions answered sufficiently and in a timely manner

Importance to you A ☒ B C D ESatisfaction A ☒ B C D E

Going beyond providing data by helping you solve air quality problems

Importance to you A B ☒ C D ESatisfaction A B ☒ C D E

Additional Comments

When you consider this total project experience and the cost, how would you rate the value of our service?

- ☐ Received much more than I paid for
- ☐ Received somewhat more than I paid for
- ☒ Received about what I paid for
- ☐ Received somewhat less than I paid for
- ☐ Received much less than I paid for

What else could CAE do to add value to our business relationship?

How could we improve this survey?

Any additional comments?

Name: JENNIFER AUSTIN Date: 6-23-99

Thank you for sharing your opinions with us, and thank you for your business!