



Highlights of the Pioneer Metal Finishing 2009 Customer Satisfaction Survey

Conducted July 2009

Question	% Satisfied and Very Satisfied
Customer Loyalty Index – Would you refer Pioneer Metal Finishing to a friend or business?	93%
Overall satisfaction of Pioneer’s reliability of transportation services?	88%
Overall how satisfied are you with your Pioneer Metal Finishing Customer Service Representative?	84%
Overall satisfaction with Pioneer’s Quality of metal finishing services?	81%
Overall satisfaction with Pioneer Metal Finishing?	80%



Customer comments about Pioneer Metal Finishing

- “Great job! You bend over backwards to help us meet our Customers’ requirements.”
- “Pioneer has great people at all levels of the company.”
- “We find Pioneer a good company to work with. We are very pleased with our partnership.”
- “I has been a pleasure working with everyone at Pioneer. They continue to look for way to improve and provide a higher level of service.”
- “Very happy with the service that we get from Pioneer and we will continue to use them.”
- “We have created a strong partnership with Pioneer over the years and this is something we value very highly.”
- “I deal with hundreds of suppliers and rank Pioneer Metal Finishing as the #1 supplier with regards to Service, Value and deliver. It is a pleasure being associated with the team at Pioneer!”
- “Thank the team at Pioneer for consistently providing us with the highest overall value. You continue to help us meet our time to market goals and our Customers’ requirements.”