

2019 Customer Satisfaction Survey

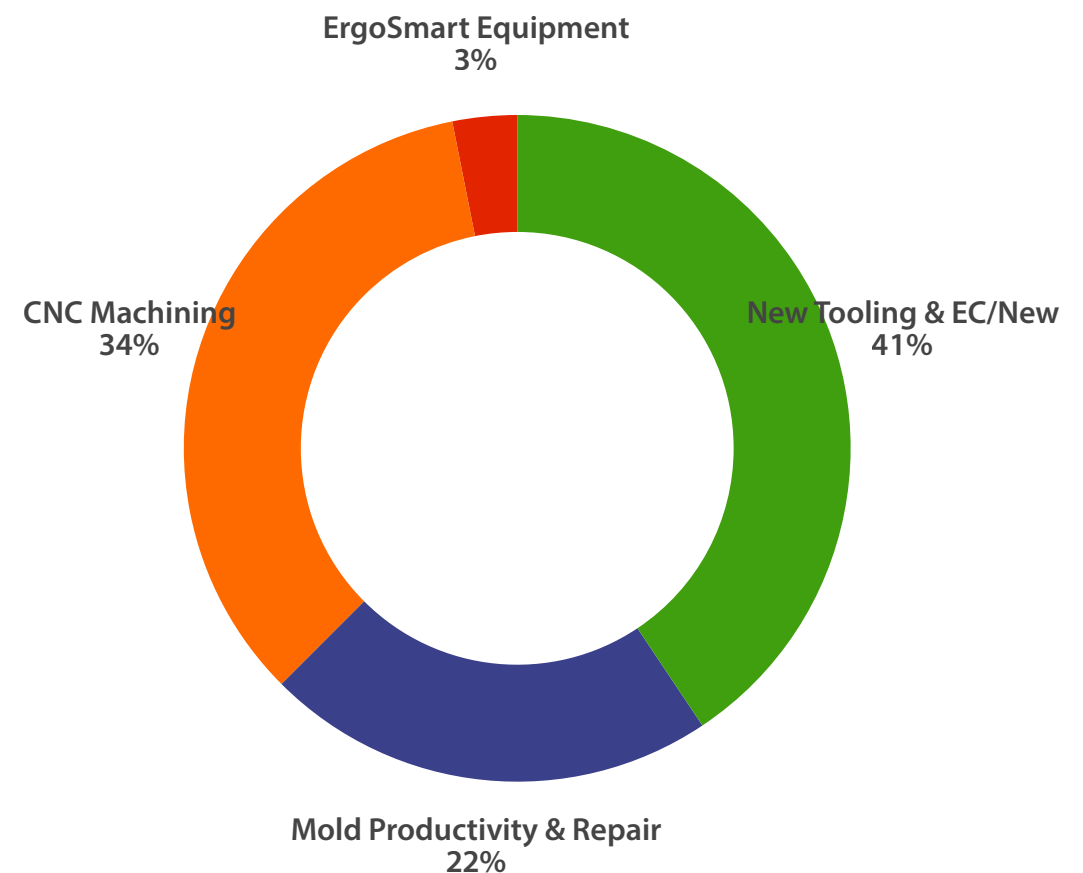
- Online Administration by Survey Monkey
- All Projects Completed March 2018 Through January 2019

5 Point Scoring Scale

5 = Very Satisfied
4 = Most Than Satisfied
3 = Just Satisfied
2 = Less Than Satisfied
1 = Very Dissatisfied



Responses by Customer Type



Best Results Since First Customer Survey In 2014

All-Time High Scores

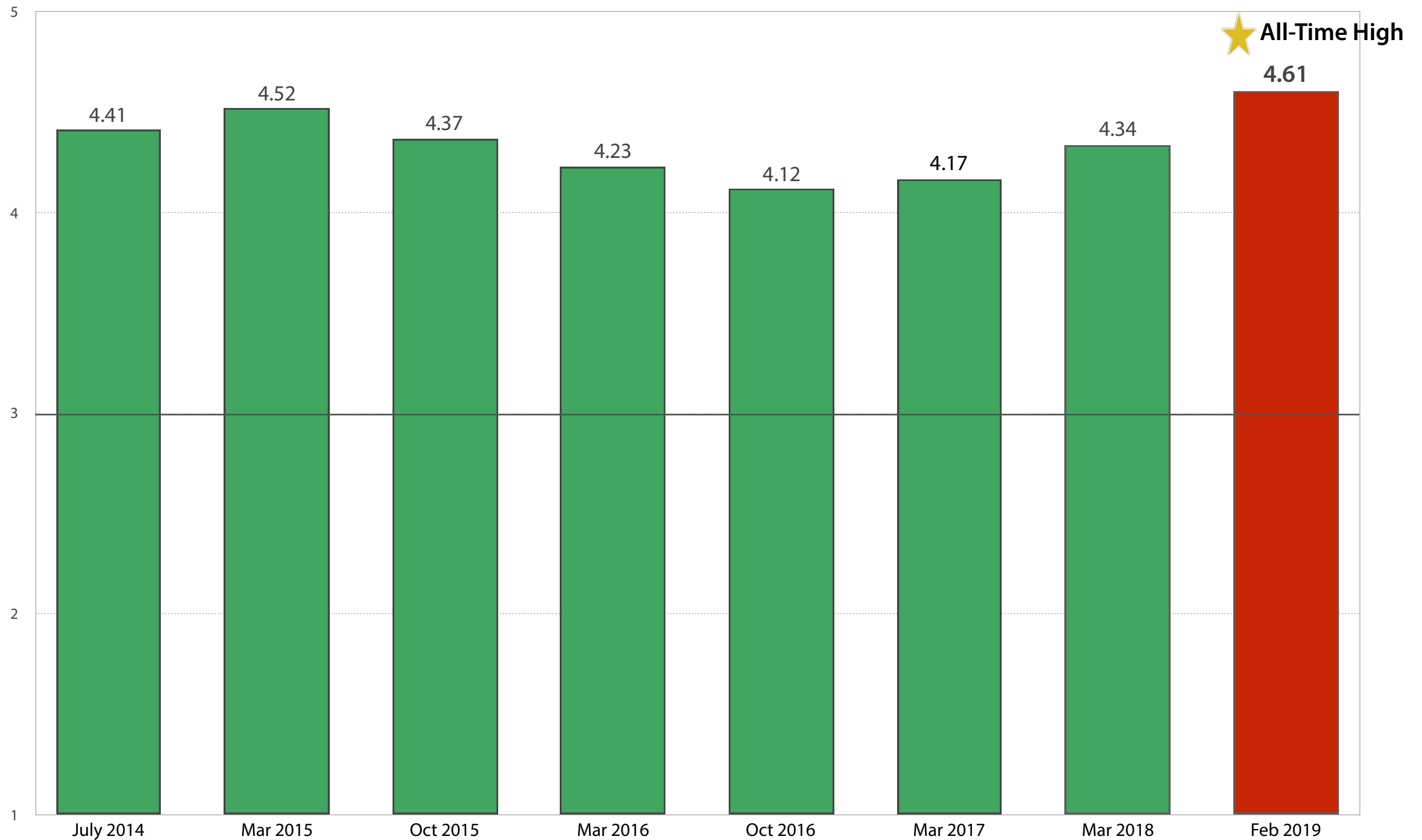
- Overall Satisfaction
- Willingness to Recommend
- Ease of Doing Business
- Satisfaction With Weekly Project Reports

Key Findings

1. Precise Tooling's Quality Is Viewed As Better Than Competition
2. When Selecting New Suppliers, Customers View 'Quality,' 'Lead Time' and 'Price' as Equally Important

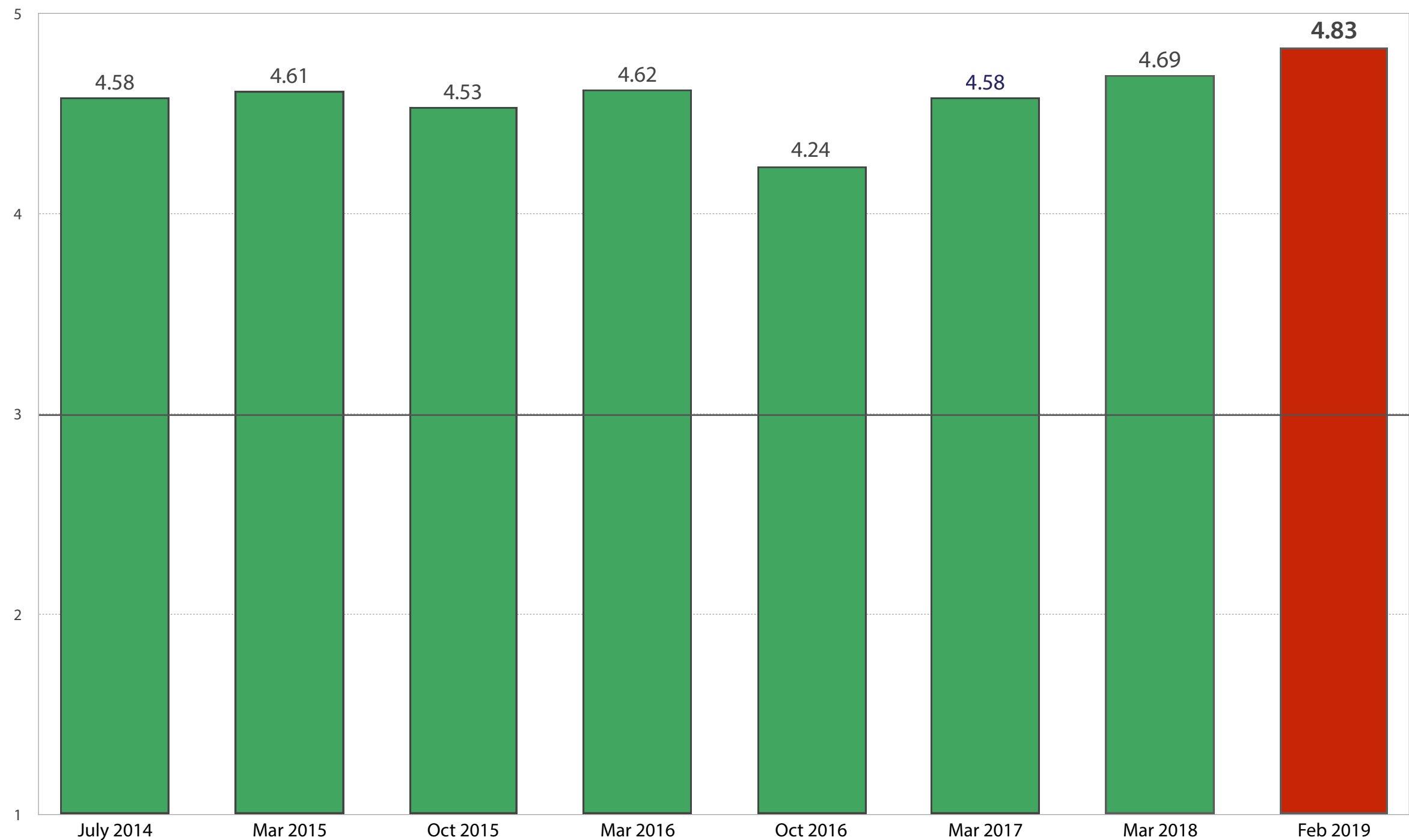
Thank You For Participating In Our Survey!

Overall Satisfaction With Precise Tooling Solutions

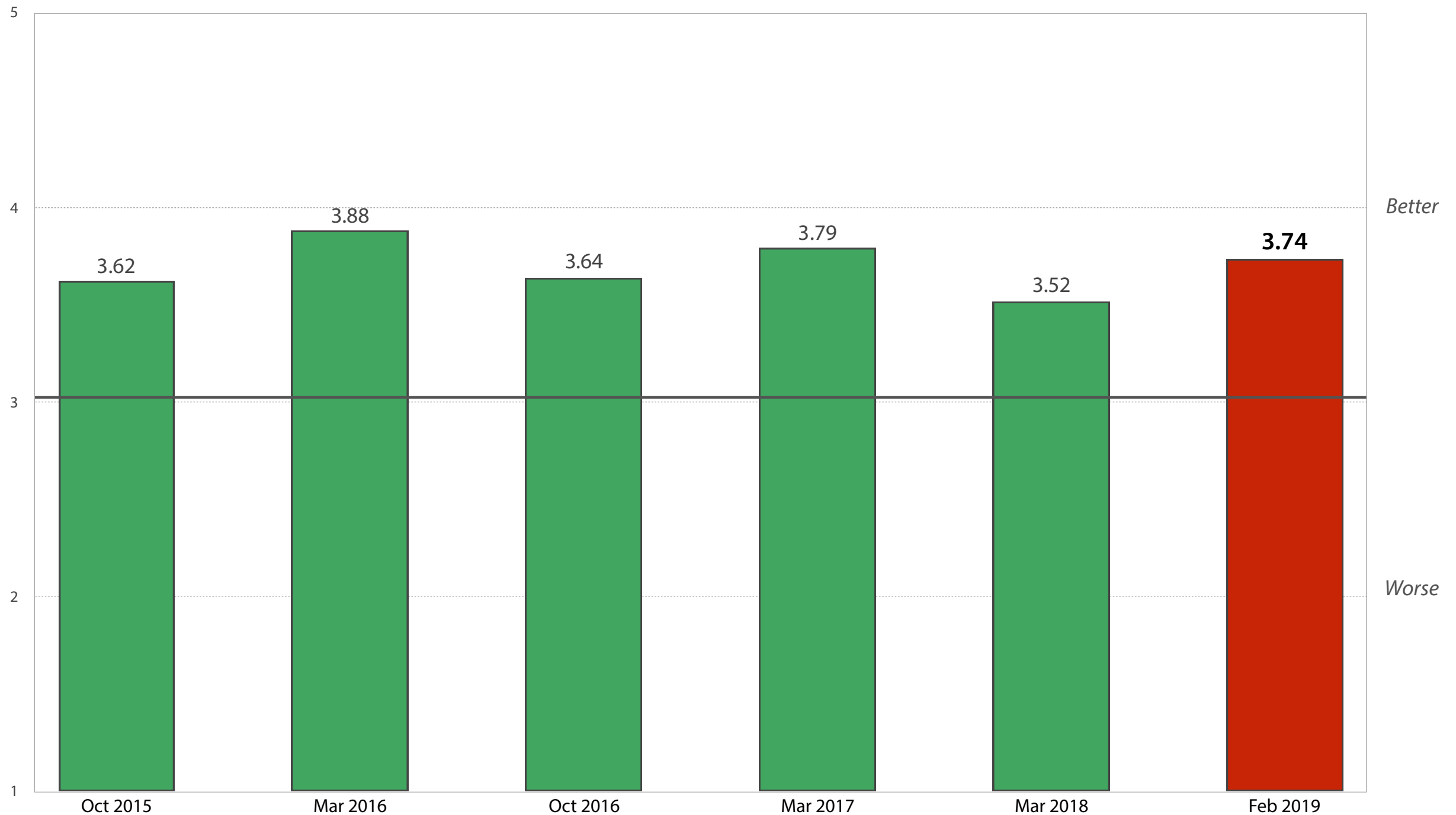


Willingness To Recommend Precise Tooling

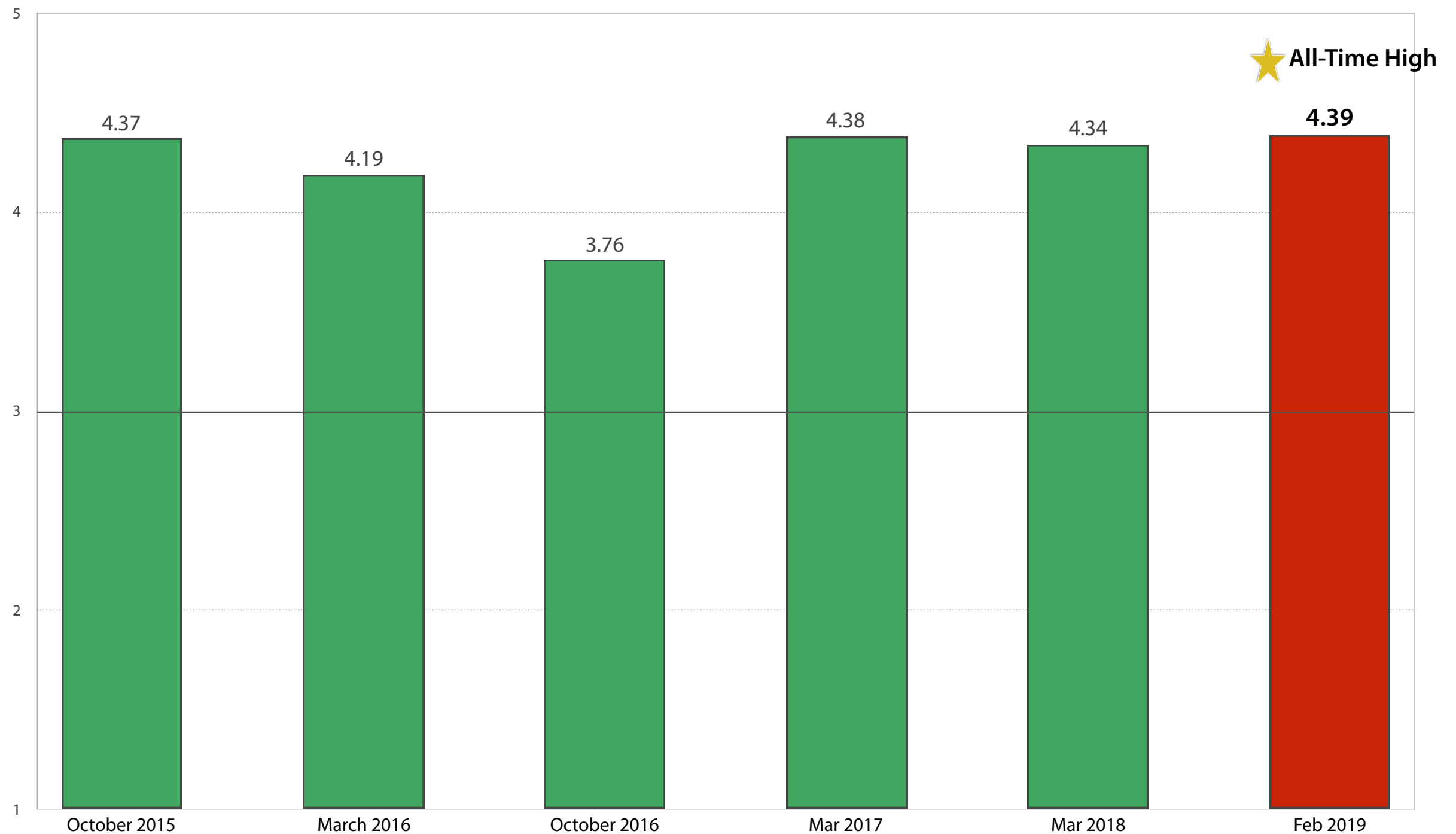
★ All-Time High



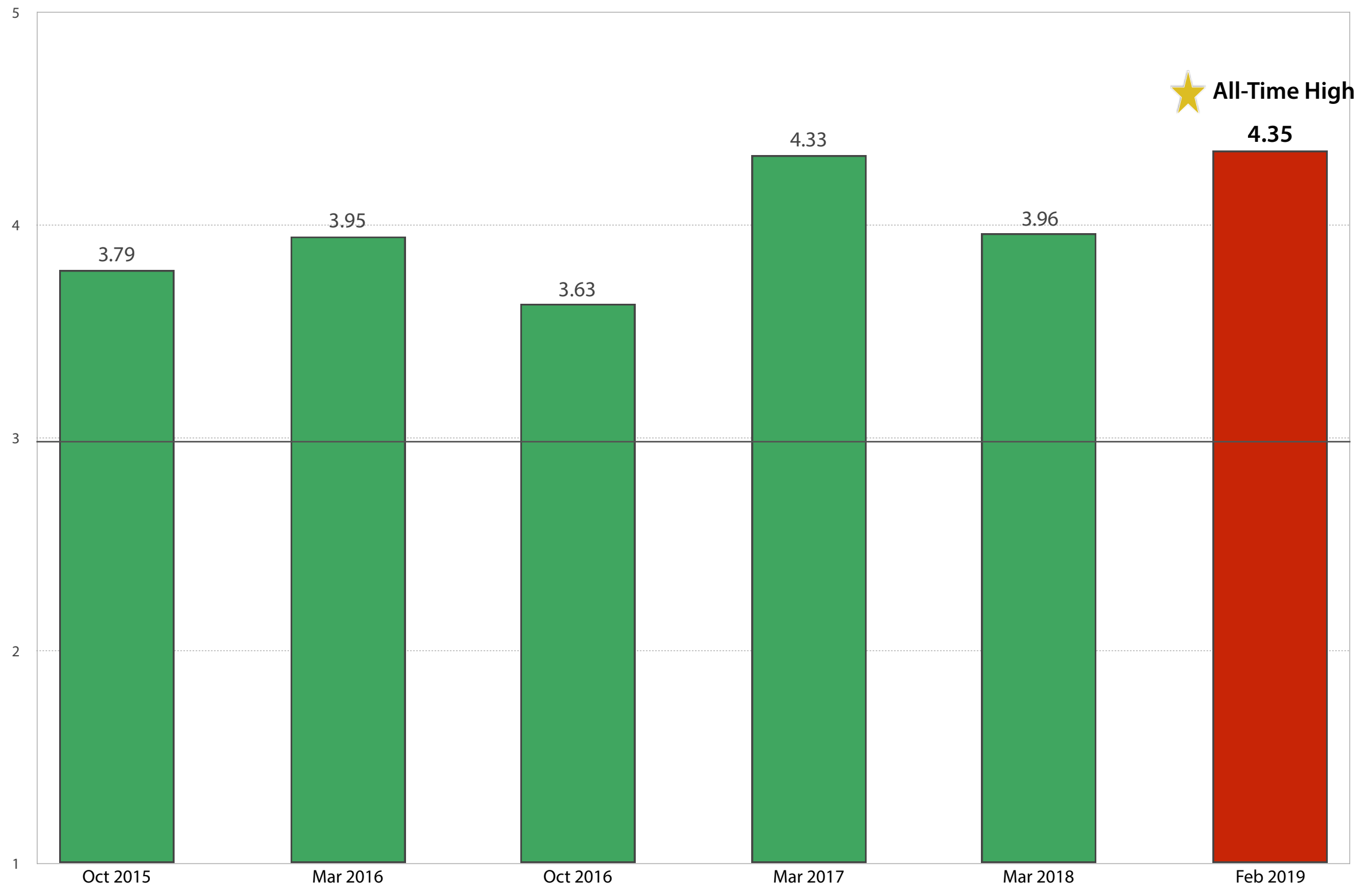
Precise Tooling Quality Vs. The Competition



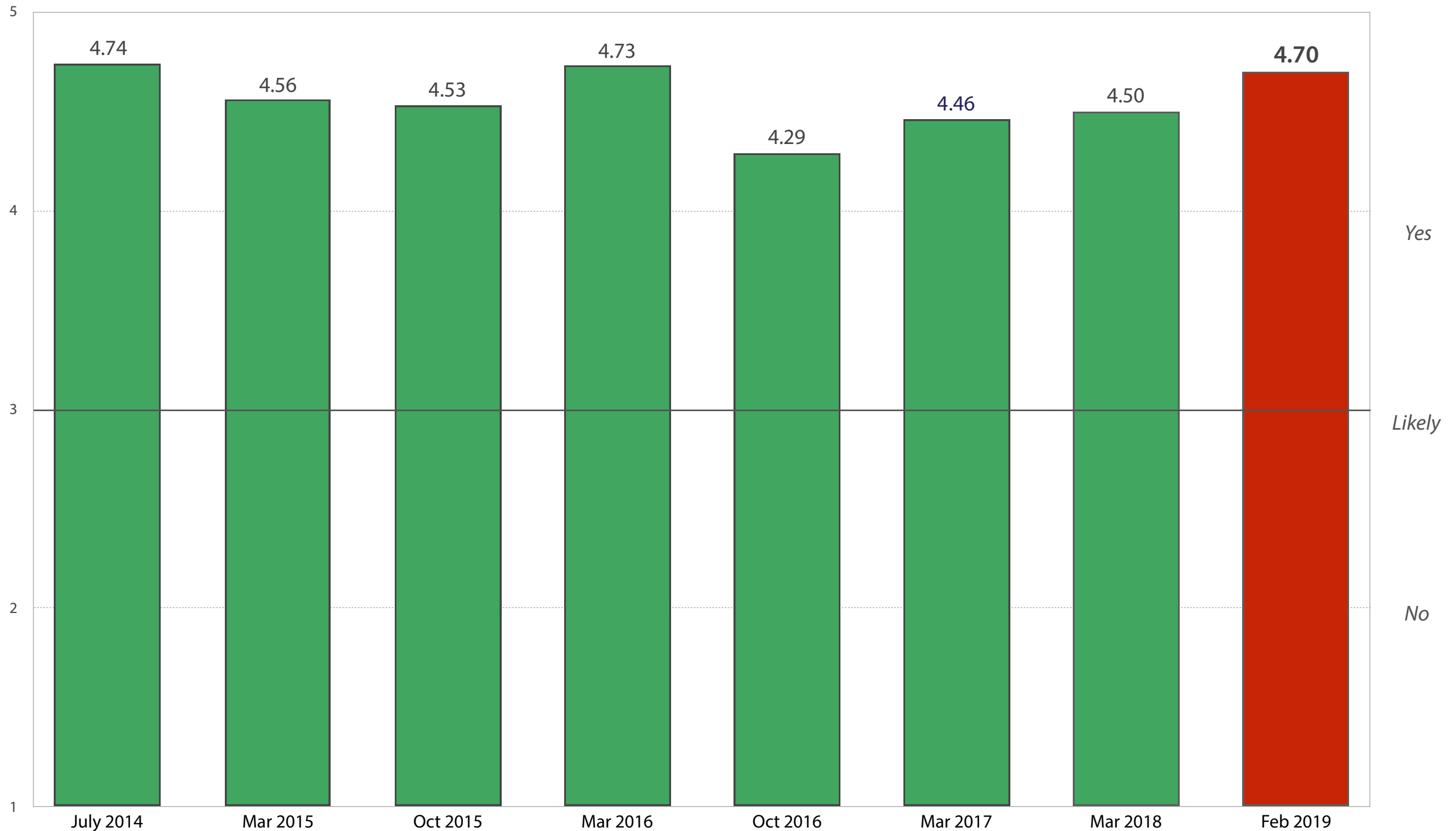
Ease of Doing Business With Precise Tooling



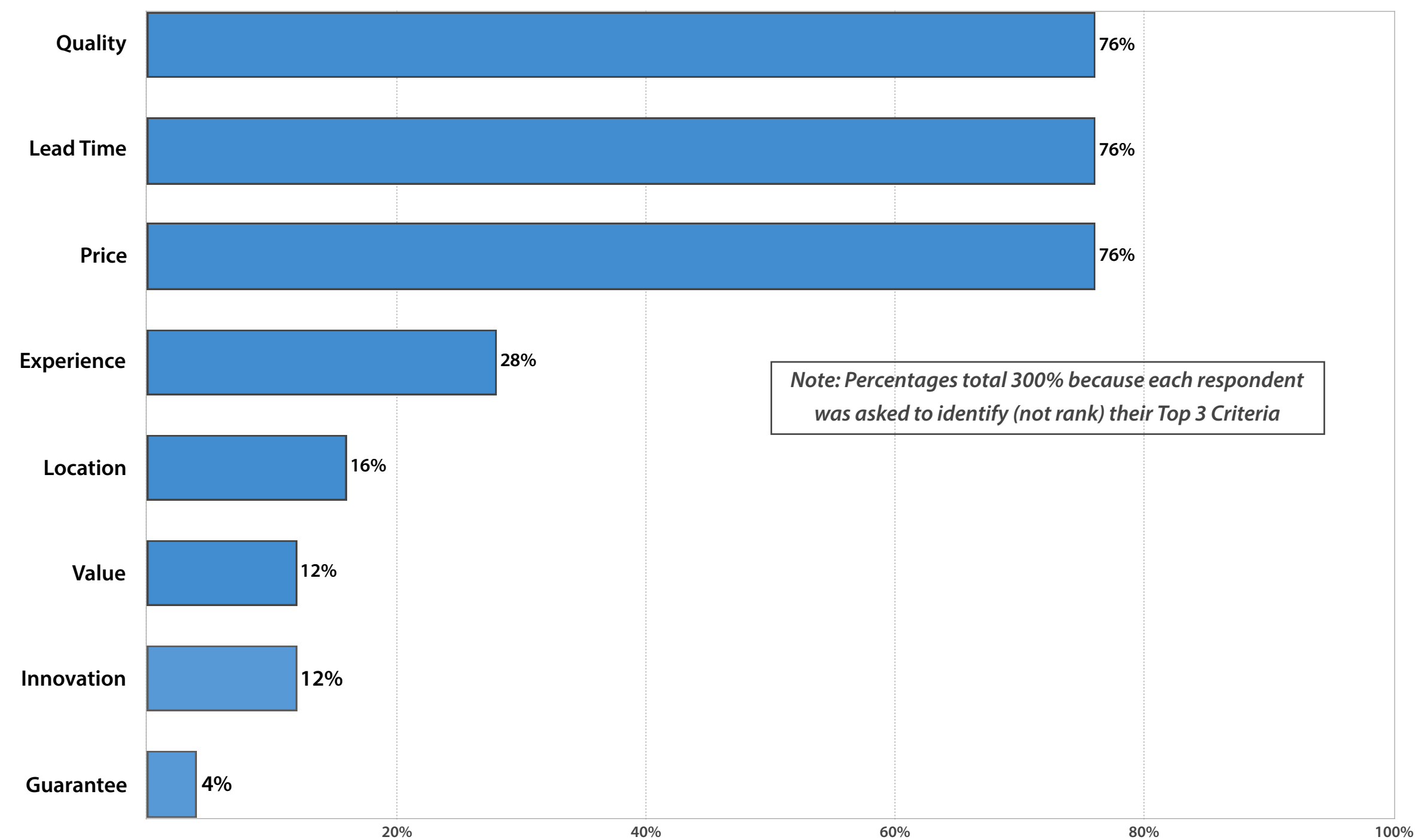
Satisfaction With Weekly Project Updates



Continue To Purchase From Precise Tooling in 2019



When Asked to Identify Top 3 Criteria For Selecting New Suppliers, Customers Say 'Quality,' 'Lead Time' and 'Price' Are Equally Important



All-Time High Scores on 10 of 15 Satisfaction Dimensions

