



INTERCONNECT CABLE TECHNOLOGIES CORPORATION

Cable & Electronic Assembly & Manufacturing

**INFORMATION RELATING TO
CUSTOMER PERCEPTION OF PERFORMANCE
4th Quarter, 2008**

	Customer					
	Senior Buyer	Purchasing	Respondents			Senior Test Engineer
			Purchasing	Qual Eng	Buyer	
Legend:						
5 – Strongly agree						
4 – Agree						
3 – Mostly agree						
2 – Somewhat disagree						
1 – Disagree						
NC – No Comment						
NA – Not Applicable						
Key processes						
1. Inquiries are addressed in a timely fashion	4	5	5	5	5	5
2. Quoting is addressed in a timely fashion	4	5	3	5	5	NA
3. Issues or deviations are resolved in a timely fashion	4	5	5	5	NA	5
4. Delivery performance satisfactorily meets requirements	4	5	5	5	5	5
5. Product quality is consistently satisfactory	4	5	5	5	5	5
6. In the event of nonconformance, resolution is timely and efficient	4	5	5	5	NA	5
7. Accounting Dept. provides clear, accurate invoicing	4	5	5	NA	NA	NA
8. Overall performance of our Customer Support team is professional, beneficial and effective	4	5	5	5	5	5
Repeat Business?	NC	*	Yes	Yes	Yes	*****
How can we help?	NC	*	**	***	****	*****

Customer Comments:

- * “Very pleased with the business partnership between our companies. Excellent customer service from Cathy Strittmatter.”
- ** “Turn around time on quotes could be quicker and result in more business.”
- *** “Lower your prices.”
- **** “Sharper pricing would allow me to use ICTC in more situations, which I would like to do.”
- ***** “I am very happy and fortunately working with a reliable and responsible vendor like ICTC. Definitely repeat business will come.”