



Lufkin Industries, Inc., Power Transmission Division — CUSTOMER SATISFACTION SURVEY

We in Lufkin's Power Transmission Division are interested in your feedback regarding how well we are serving you, our customers.

Please help us do a better job for you by completing this survey. *(Click [Tab] to navigate through document.)*

Name _____ Date _____
 Email Address _____
 Position/Title _____
 Company _____

General Job Function Please select an option from the list below which best describes your job:

Overall Satisfaction with Lufkin PT:

Excellent	<i>Outstanding, clearly obvious to all; arguably the best in the industry</i>
Good	<i>Noticeably better than competent in most or major areas</i>
Competent	<i>Consistently satisfactory performance; average</i>
Fair	<i>Acceptable, but noticeably below competent in one or more areas</i>
Poor	<i>Clearly below acceptable; arguably the worst in the industry</i>
N/A	<i>I don't have an opinion.</i>

Quality of Commercial Proposals:

Excellent	<i>Outstanding, clearly obvious to all; arguably the best in the industry</i>
Good	<i>Noticeably better than most others</i>
Competent	<i>Consistently satisfactory; average</i>
Fair	<i>Acceptable but noticeably below competent</i>
Poor	<i>Clearly below acceptable; arguably the worst in the industry</i>
N/A	<i>I don't have direct or specific knowledge of this area.</i>

Order Management Process:

Excellent	<i>Outstanding, clearly obvious to all; arguably the best in the industry</i>
Good	<i>Noticeably better than most others</i>
Competent	<i>Consistently satisfactory; average</i>
Fair	<i>Acceptable but noticeably below competent</i>
Poor	<i>Clearly below acceptable; arguably the worst in the industry</i>
N/A	<i>I don't have direct or specific knowledge of this area.</i>

Responsiveness to your Requests, Phone Calls, Emails, and Faxes:

Excellent	<i>Outstanding, clearly obvious to all; arguably the best in the industry</i>
Good	<i>Noticeably better than most others</i>
Competent	<i>Consistently satisfactory; average</i>
Fair	<i>Acceptable but noticeably below competent</i>
Poor	<i>Clearly below acceptable; arguably the worst in the industry</i>
N/A	<i>I don't have phone, mail, email, or fax contact with personnel at Lufkin PT.</i>

**Accuracy of Information Generated:**

Excellent	<i>Outstanding, clearly obvious to all; arguably the best in the industry</i>
Good	<i>Noticeably better than most others</i>
Competent	<i>Consistently satisfactory; average</i>
Fair	<i>Acceptable but noticeably below competent</i>
Poor	<i>Clearly below acceptable; arguably the worst in the industry</i>
N/A	<i>I don't have direct or specific knowledge of this area.</i>

Adequacy of Acknowledged Delivery Leadtimes for LUFKIN PT Products:

Excellent	<i>Outstanding, clearly obvious to all; arguably the best in the industry</i>
Good	<i>Noticeably better than most others</i>
Competent	<i>Consistently satisfactory; average</i>
Fair	<i>Acceptable but noticeably below competent</i>
Poor	<i>Clearly below acceptable; arguably the worst in the industry</i>
N/A	<i>I don't have direct or specific knowledge of this area.</i>

Technical Expertise

Excellent	<i>Outstanding, clearly obvious to all; arguably the best in the industry</i>
Good	<i>Noticeably better than most others</i>
Competent	<i>Consistently satisfactory; average</i>
Fair	<i>Acceptable but noticeably below competent</i>
Poor	<i>Clearly below acceptable; arguably the worst in the industry</i>
N/A	<i>I don't have direct or specific knowledge of this area.</i>

Product Quality and Performance

Excellent	<i>Outstanding, clearly obvious to all; arguably the best in the industry</i>
Good	<i>Noticeably better than most others</i>
Competent	<i>Consistently satisfactory; average</i>
Fair	<i>Acceptable but noticeably below competent</i>
Poor	<i>Clearly below acceptable; arguably the worst in the industry</i>
N/A	<i>I don't have direct or specific knowledge of this area.</i>

In your opinion, what does LUFKIN Power Transmission do better than other equipment manufacturers?

In your opinion, what does LUFKIN Power Transmission not do as well as other equipment manufacturers?

If we could make one improvement to increase your satisfaction and the likelihood of repeat business from your company, what would that change be?

Thank you for your time and your responses!

**Marketing/Customer Service Group
Power Transmission Division
Lufkin Industries, Inc.**