



### CUSTOMER SATISFACTION QUESTIONNAIRE



*(Note: For Patterson, please email, fax or mail this survey to: )*

Email: [PSIBOSQualityDept@rpc.net](mailto:PSIBOSQualityDept@rpc.net)  
Fax: 281-875-2030  
Mail: Patterson (Attention: Customer Survey)  
2828 Technology Forest Blvd.  
The Woodlands, TX 77381

*(Note: For Bronco, please email, fax or mail this survey to: )*

Email: [PSIBOSQualityDept@rpc.net](mailto:PSIBOSQualityDept@rpc.net)  
Fax: 580-225-5015  
Mail: Bronco (Attention: Customer Survey)  
4001 West 7th Street  
Elk City, OK 73644

As part of [Patterson Services, Inc.](#) & [Bronco Oilfield Services, Inc.](#) continuous improvement process, it is important to us to receive feedback on our equip. and services. **We value your input and want to thank you for your loyalty.**

Please take a short time to evaluate our performance on the items listed below:

<b>Ranking system:</b>	<b>5</b>	-	<b>excellent</b>	<b>2</b>	-	<b>satisfactory but needs improvement</b>
	<b>4</b>	-	<b>very good</b>	<b>1</b>	-	<b>poor, needs much improvement</b>
	<b>3</b>	-	<b>good</b>	<b>X</b>	-	<b>(no comment / not applicable)</b>

Date: \_\_\_\_\_

Customer: \_\_\_\_\_

Name: \_\_\_\_\_ Company reviewing (i.e.: Patterson, Bronco, or both):

Phone #: \_\_\_\_\_

City & State: \_\_\_\_\_

**A. Quotation and/or Contract Award Process:**

**Rating**

- |    |   |  |
|----|---|--|
| 1. | How satisfied were you with the information provided in our proposal(s)?    |  |
| 2. | Did we respond to your inquiries satisfactorily and in a timely manner?     |  |
| 3. | How easy was it to contact the Sales Representative?                        |  |
| 4. | Was the Sales Representative knowledgeable on our equipment and your needs? |  |

**B. Order Taking Process:**

**Rating**

- |    |  |  |
|----|--|--|
| 5. | Were our operational location's personnel easy to contact? |  |
| 6. | Did Dispatchers do a good job in taking your order(s)?     |  |
| 7. | Were revisions or additions to your order handled well?    |  |

**C. Rental Equipment**

**Rating**

- |    |  |  |
|----|--|--|
| 8. | Was the equipment in acceptable, good working condition? |  |
| 9. | Was the equipment cost efficient?                        |  |

**D. Delivery and Service:**

**Rating**

- |     |   |  |
|-----|---|--|
| 10. | Has our equipment been delivered on time?   |  |
| 11. | Are our Delivery Tickets well documented & easy to understand?  |  |
| 12. | How was the timeliness of our personnel on completion of the job?   |  |
| 13. | Are our Field Reports & Invoices well documented, accurate, easy to understand & all applicable information well received and communicated? |  |
| 14. | If applicable, have Field Service Operators been knowledgeable & competent on our equip. & met your requirements?                           |  |

**E. Comment Section:**

In what areas can [Patterson Services, Inc.](#) or [Bronco Oilfield Services, Inc.](#) focus on improving (i.e.: new equipment, or new tubulars or new technology needs, new geographical areas serviced, etc.) ?  
*(\*\*\* Note: This section will expand to 2<sup>nd</sup> page as entered in to. )*

Would you like to be contacted concerning this Questionnaire?      Yes      or      No