

Service Parts Survey
Date: 5/2/2007

WTAS has been serving the industry with innovative automation solutions for over 30 years. Our success has been driven by our ability to understand our customer needs and provide them with superior service. I would like to thank you in advance for your participation. Responses may be highlighted, checked, or circled.

1. Overall, how would you rate Wes-Tech as your part supplier?

- | | |
|---|---|
| <input type="checkbox"/> Way Below Average | <input type="checkbox"/> Way Above Average |
| <input type="checkbox"/> Somewhat Below Average | <input type="checkbox"/> Somewhat Above Average |

2. Prompt and comprehensive customer service and support:

- | | |
|--|--|
| <input type="checkbox"/> Did Not Meet Expectations | <input type="checkbox"/> Met Some Expectations |
| <input type="checkbox"/> Met All Expectations | <input type="checkbox"/> Exceeded Expectations |

3. Do you read the campaigns that Wes-Tech sends out via E-mail?

- | | | |
|------------------------------|-----------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A–Not Applicable |
|------------------------------|-----------------------------|---|

4. How likely are you to recommend WTAS to others?

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> Not Likely | <input type="checkbox"/> Likely |
| <input type="checkbox"/> Somewhat Likely | <input type="checkbox"/> Definitely |

5. On-time delivery based on promised date:

- | | |
|--|--|
| <input type="checkbox"/> Did Not Meet Expectations | <input type="checkbox"/> Met Some Expectations |
| <input type="checkbox"/> Met All Expectations | <input type="checkbox"/> Exceeded Expectations |

6. Are there any additional part services that you would like to see?

7. If Wes-Tech created newsletters, would you be interested?

Yes No N/A–Not Applicable

8. What category do you visit most often on our website?

Automation System Consulting Services
 Build to Spec Technologies & Products
 Service & Support

9. Has our parts pricing been competitive?

- 0-1-2-3-4-5-6-7-8-9-10 +

10. Suggestions for improvement?

Thank You for your participation, please return via E-mail or Fax:

(847)-541-0096

Email: aontiveros@wes-tech.com

Sincerely,

Service Parts Sales & Support

Alex Ontiveros

www.wes-tech.com