



What Our Customers Say About Us

Results of a Survey
of Over 400 Customers
Conducted in September 2019

We asked our customers for a report card on our service.

The results were straight A's!

Report Card

Customer Satisfaction	A+
Service Quality	A+
Responsiveness	A+

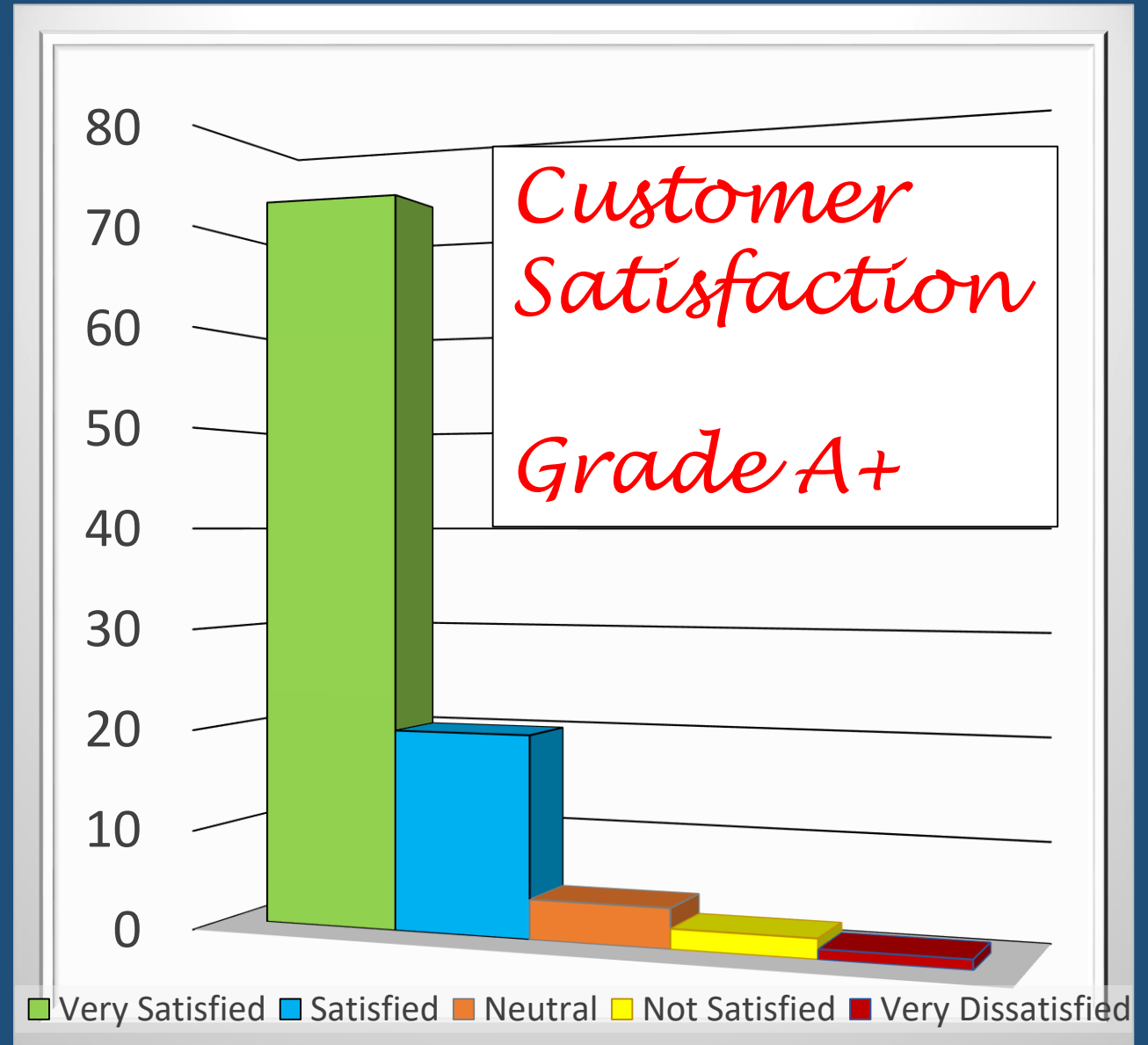
Comments:
Outstanding quality and fast delivery



Customer Satisfaction

Customers were asked to rate their satisfaction with National Heat Treat.

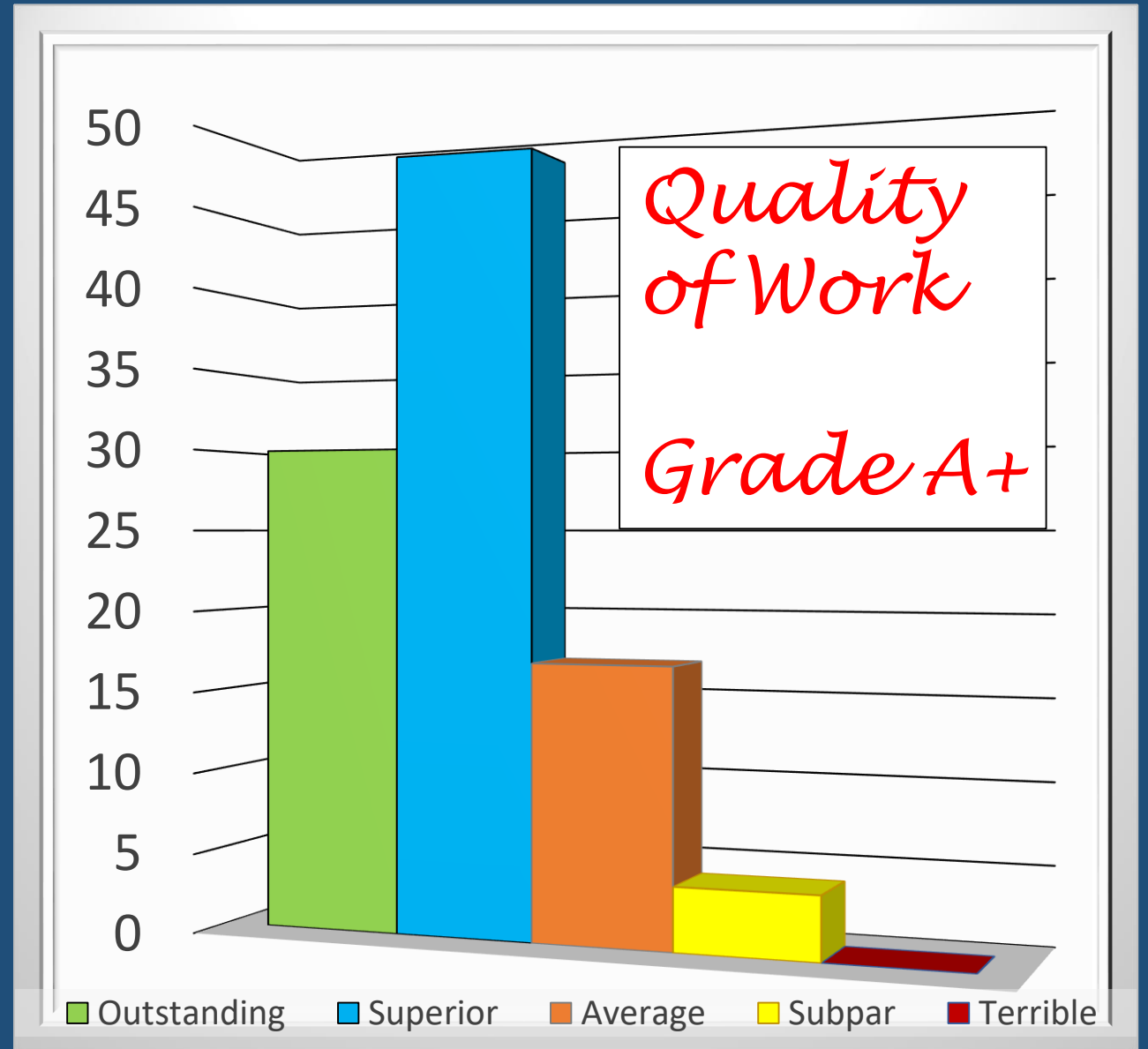
73% were “Very Satisfied” and 20% were “Satisfied”.



Quality of Work

Customers were asked to rate the quality of work performed by National Heat Treat.

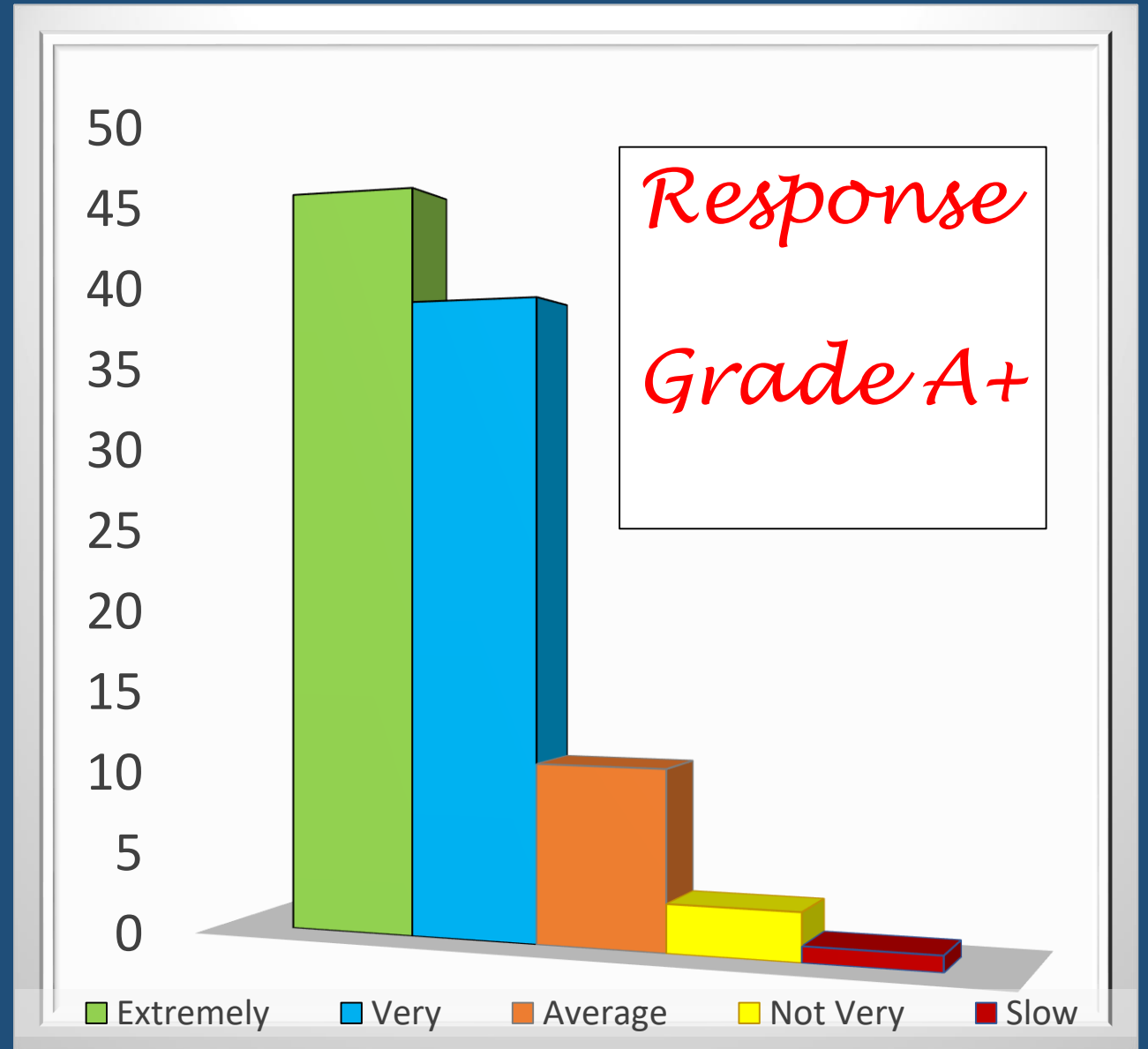
30% said “Outstanding”
49% said “Superior”



Response Time

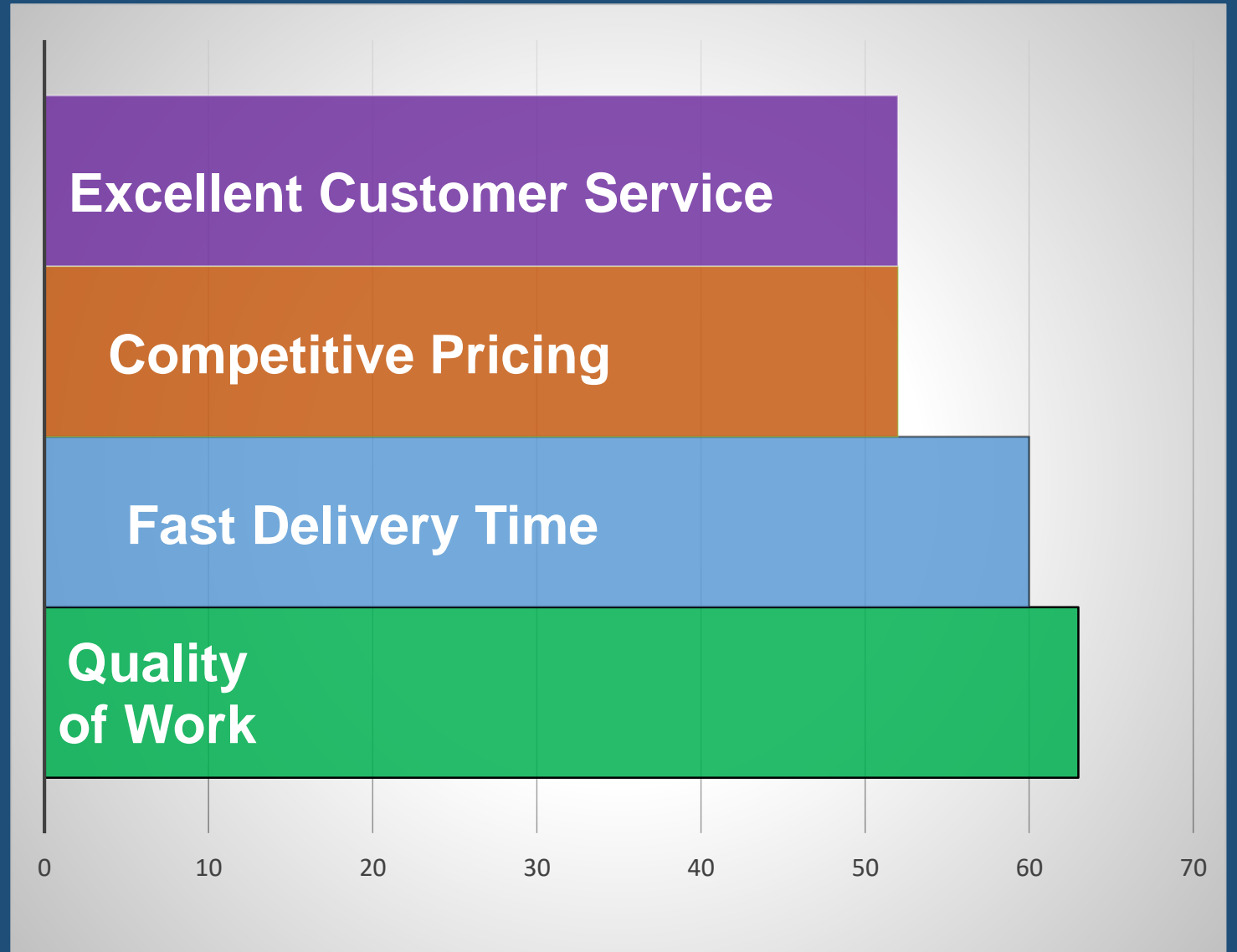
Customers were asked how responsive NHT staff was in returning calls and emails.

47% said “Extremely Responsive”.
39% said “Very Responsive”.



Reasons for Choosing NHT

Customers were asked their top reasons for using National Heat Treat



Customer Comments About National Heat Treat

“Quoting, response time, and service quality are excellent”

“Keep up the good work!”

“Great job on our order. Nothing but positive comments.”

“Your team is amazing!”

“NHT has gone over and above to work with us...We couldn't ask for anything more from your company.”

“Thank you for the excellent work.”

“National Heat Treat does an exceptional job processing my orders and keeping me in the loop. I could not be happier with anybody else.”

“We appreciate the quick turns in a challenging market.”