

## LLE Customer Service Survey Responses

How would you rate your overall level of satisfaction with Light Livestock Equipment?	Not Satisfied	Satisfied	Highly Satisfied	Total Responses	% Highly Satisfied
		3	108	111	97%

How would you rate us on the following attributes?	Below Average	Average	Above Avg	Well Above Avg	Total Responses	% Highly Satisfied
Customer Service Experience		2	23	86	111	77%
On time delivery service:		7	20	87	114	76%
Professionalism		3	22	92	117	79%
Purchase Experience	1	2	24	84	110	76%
Quality of Service		1	24	85	110	77%
Understanding customer's needs		2	23	84	109	77%
Knowledge of products		2	20	84	106	79%
Quality of products		4	22	82	108	76%

How do we rate in comparison to other companies that offer the same or similar products?	Lower	Same	Somewhat Higher	Much Higher	Total Responses	% Higher (including somewhat & much)
	1	8	29	53	90	91%

How likely are you to continue using our products?	Unlikely	Somewhat Likely	Very Likely	Total Responses	% Very Likely
		12	95	107	89%

Would you recommend us to others?	No	Yes	Total Responses	% Yes
		104	104	100%