



2021 Customer Feedback Analysis

Customer	Date	Performance Quality	Cosmetic Quality	Communication	Lead Time	Accuracy of Delivery	Customer Service	Average Score	Comments
Confood Scandinavia	08/31/21	3	2	4	5	5	4	3.8	Improve Quality Control before former assemblies are shipped out.
Corpacion Dinant	09/07/21	4	5	5	4	4	4	4.3	none
Creative Werks	08/30/21	4	4	5	5	5	5	4.7	Previous issue w/ former being too small for film. Would be beneficial to send film. Response time fast and smooth.
Daher	08/31/21	4	5	4	4	3	4	4.0	none
Heat & Control	08/31/21	4	4	5	5	5	5	4.7	none
Kellogg	08/31/21	5	5	5	5	5	5	5.0	In my 10 yrs at Kellogg I have never had an issue with Forming Tubes from Formers International. I have not suggestions for improvement. Lead times are always good and we never buy forming tubes directly from bagger manufactures because their prices are always better.
Mitolo Family Farms	12/23/21	5	5	3	3	4	5	4.2	Involve customer more in deisn/build/testing stages of new formers. Short video clips of trials runs etc are always of use. They can be shared across the customers exec team, a useful tool for reporting and updating especially with new first time customers.
Pack Pro	08/31/21	5	5	4	5	4	5	4.7	Just a few minor remarks: 1) always send tracking number when an order ships, 2) Always send samples of Bags that the Former created
Procter & Gamble	09/03/21	4	4	5	4	4	5	4.3	Let me first point out that Formers International does an excellent job working with the customer when there are issues. They always have a "can do" attitude and are fairly easy to get into contact with when you need them. Formers International (FI) has also incorporated new quality checks into their process to begin proactively verifying the horn's runnability before leaving their shop. Those are "good" strengths to have which the company should continue to portray moving forward. One area of improvement that would help FI to "outshine" their competitors . . . would be to consistently work to identify new and improved ways to improve the base part design (Formers) that they sell to their customers. They should always strive to find better solutions to meet customer needs.
Rudolph Foods	09/08/21	5	5	4	4	5	5	4.7	none
The Prok Rind Factory	08/30/21	4	4	5	4	4	4	4.2	none
Wolf Packaging UK	09/02/21	4	4	5	5	4	n/a	4.4	no suggested improvements on the former as all design criteria had been followed.
Average Score		4.3	4.3	4.5	4.4	4.3	4.6	4.4	Evaluation period: 2021

