

The Bernd Group Inc. sample of Customer Comments from 2007 Survey

FYI: The exclamation points were included in their comments.

Lockheed Martin SEMAC buyer: **I have been THOROUGHLY impressed with the Bernd Group! Customer service has been outstanding EVERY TIME, both before order placement, and after product has been delivered!!!!!!**

Lockheed Martin MFC buyer

“Information flows down seamlessly...Kudos...I use The Bernd Group whenever I can”

Lockheed Martin buyer:
“I don't know how TBG could improve. The standard of excellence is there, need I say more?”

Lockheed Martin buyer: **Bernd group continually impresses me with their professionalism, customer service, and dedication! I couldn't rank TBG any higher.**

Raytheon buyer: **“Bernd does an excellent job for me.”**

Hamilton Sunstrand Senior Buyer

"Thank you for the opportunity to comment on TBG's performance. I am very pleased with the support I have received from TBG. Especially in the area of post award administration. (I.E. Follow-up, expediting, etc.)."

Lockheed Martin buyer: **“TBG speaks the truth! We go back a long way and it's always been good...TBG is the best!!**

Pratt & Whitney Purchasing Specialist **“Thank you to the entire "Bernd Group" staff for their superb customer service.”**

United Technologies Corp. buyer:
"Outstanding services and timely responses--Great Work!"

Hamilton Sunstrand buyer:

**I really enjoy working with everyone at The Bernd Group. They always do whatever they can to satisfy the requirements of the orders they receive from my department...
... They let me know what's going on with my orders whether by phone or email. Whenever there is a problem (very few), they do whatever they can to rectify the situation. The Bernd Group has really proved themselves as a true "customer service" type of company... It makes my job so much easier having specific people to talk to about specific types of orders.**

UTRC buyer: **While I can't speak for the rest of the department, I continue to use TBG as my personal purchasing assistant. This reliance enabled me to be able to create over 65% of all the purchase orders generated by UTRC for 2007!...**

Everyone that I deal with at TBG, ... all make[s] me feel as if I'm the only customer they have. While I try not to take advantage of this level of service, it's nice to know that it's there to be called upon if needed.

Hamilton Sunstrand buyer:

“For me personally, The Bernd Group is a Top Notch Supplier with an exceptional staff.”