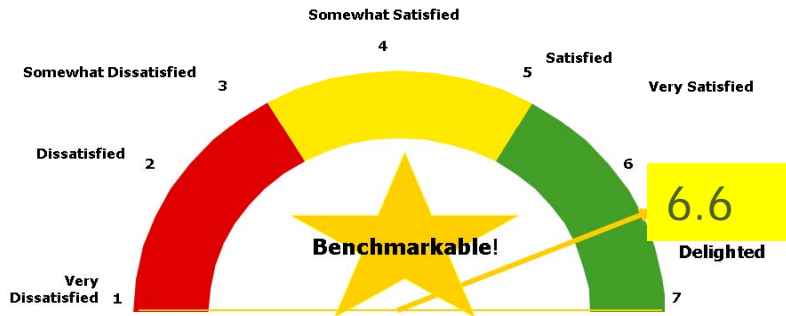


MFA Survey re 2007 Customer Satisfaction was conducted Feb. 2008

2007 Customer Feedback for TBG Site



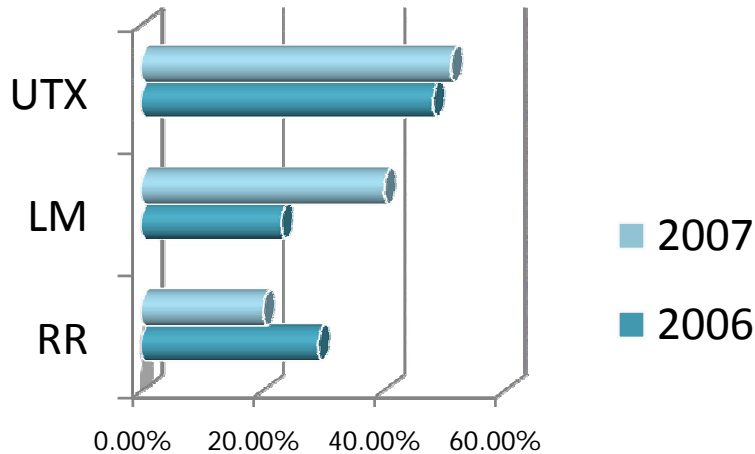
Customer satisfaction surveys are conducted in the first month of the new calendar year for previous year performance.

MFA Continual Improvement: Our 2007 Survey Questions were renumbered and reworded to align more closely to PWR.

SITE- 5 areas to be covered for MFA - Gold 6.0

Quality	Delivery	Working Relationship	Responsiveness to Problems	Overall
Q1	Q2	Q3	Q4	Q5
6.48	6.25	6.65	6.42	6.58

Results Show A High Uniformity Among Different Customers.



Percent of Responses for Surveys

- RR: Rapid Response Team
- LM: Lockheed Martin Team
- UTX: UTC & PW Teams

Success: Customer Site survey results for performance year 2007 show improvement on the number of responses. UTX Cell enjoyed an outstanding 51% return rate!

MFA	2006	2006	%	Rating	MFA	2007	2007	%	Rating
Team/cell	Sent	Response	PerCent	Overall	Team /cell	Sent	Response	PerCent	Overall
RR	28	8	29%	6.8	RR	41	8	20%	6.1
Lockheed	77	18	23%	6.6	Lockheed	50	20	40%	6.7
UTX	58	28	48%	6.6	UTX	75	38	51%	6.6
Total	163	54	33%	6.6	Total	166	66	40%	6.5

Lockheed Martin, Buyer

I like the way I get a quick response to all of my needs whether it be purchasing or expediting

Lockheed Martin, Buyer

Bernd group continually impresses me with their professionalism, customer service, and dedication!

I couldn't rank TBG any higher.

Lockheed Martin, 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 , Buyer

entered a "7" rating for all 5 questions (even put in extra 7's!)

Comment for Q1: **Always the best quality!**

Comment for Q2: **TBG speaks the truth!**

Comment for Q3: **We go back a long way and it's always been good**

Comment for Q5: **I do not even think of anybody else for your type of services!**

A. Please specify what if anything, prevents you from ranking The Bernd Group higher. Comments: **TBG is the best!!**

Raytheon, Buyer

As you will see, I did do all 7's as Bernd does an excellent job for me

Honeywell, Buyer

I appreciate how responsive Mike has been to me. He always has a great attitude and willing to help out.

Lockheed Martin, Buyer

“I would like to comment on the outstanding job Kevin Hendricks does for us in the Material control/Maintenance office at Lockheed Martin Missiles and Fire Control.

He goes the extra mile to make sure the product is placed in a timely manor and expedited to meet our needs.

He deserves recognition for a job well done.”

Lockheed, Buyer rated all Questions at "7"

Q1 Comment: **Kevin is very responsive when I have "HOT" [orders]**

Q2 Comment: **Information flows down seamlessly. Kudos to Richard and Marti.**

Q4 Comment: **All items are worked in a timely matter until resolved.**

Q5 Comment: **I use The Bernd Group whenever I can**

Lockheed, Buyer

Response to survey comment B. Please let us know what you would like to have The Bernd Group do to improve this rating.

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

UTRC, Buyer

Comment for Q1: **I'd give you a 7, but there's always room for improvement. However, I can't think of any way or area I'd like to see improvement in.**

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!

Comment for Q5: : **Everyone that I deal with at TBG, whether it's Lori, or Rosanne, Marcella, Kathy, etc. all make 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.**

Sikorsky, Buyer

A. Please specify what if anything, prevents you from ranking The Bernd Group higher. Comments:
Keep up the good work.

B. Please let us know what you would like to have The Bernd Group do to improve this rating.
Comments:

Just keep doing what you are doing

Pratt Whitney, Buyer

A big thank you to Judi and the entire "Bernd Group" staff for their superb customer service.

Hamilton Sundstrand Buyer rated all questions as "7"

Q1 comment: **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.**

Q2 comment: **The Bernd Group always seem to be on top of things. 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.**

Q3 comment: **The Bernd Group has really proved themselves as a true "customer service" type of company. They have established great working relationships with everyone in our department.**

Q4 comment: **As stated above - they always do whatever they can to circumvent any issues that will cause us any delays.**

Q5 comment: **I use The Bernd Group for all order requests that HS policy allows. Of course there are times when things happen that are beyond everyone's control - but they are very communicative in all aspects of each purchase order and have always followed through for us!**

B. Comments: **The Bernd Group needs to just keep doing what they are doing. It makes my job so much easier having specific people to talk to about specific types of orders.**

All the employees I deal with (on pretty much a daily basis) seem happy with their job and their employer - that makes them happy to help me!!

Hamilton Sundstrand

Buyer rated all questions as "7"

"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.). I am also very happy to have Marcelle as a point of contact. She is doing an awesome job."

Hamilton Sundstrand, Buyer

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