

INSTALLATION CASE STUDY

OEI CUSTOMER SURVEY

Site Location: _____ Tacom-Warren, MI
OEI W/O #: _____ 10086328A2
UNICOR W.O.#: _____ 10142837
Site Contact: _____ Jeff Trexler
Site Contact #: _____ 586.574.7976
OEI Installation Supervisor: _____ Sean Gates
OEI Installation Supervisor #: _____ 920.371.2646
Survey Date: _____ 02/25/03

2. Please take a moment to describe your experience with OEI, based on the efficiency of the supervisor, customer care, as well as any comments that you deem pertinent to this project.

I cannot say enough about OEI's supervisors' and team chiefs. Specifically, Sean did an outstanding job in coordinating our effort. He is very conscientious and motivated to make sure that the customer is satisfied with the overall operation.

The walk-through took a lot of time and Sean didn't show any signs that he wanted to rush or pass by something in order to just get done. Sean demonstrated a willingness to take the time to mark down, and then reconstitute the information after leaving that same day. He is an asset to your team.

The quality of the workstations, cabinets, chairs and executive furniture is much better than expected.

I am here to say that our floor is now looked upon as one of the nicest in the building. I cannot tell you how many people from other floors have stopped in and said how awesome our new accommodations look. The product was shipped on time, unloaded with care, and delivered to our floor and assembled within the allotted timeline.

Overall we are very pleased with our product.

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