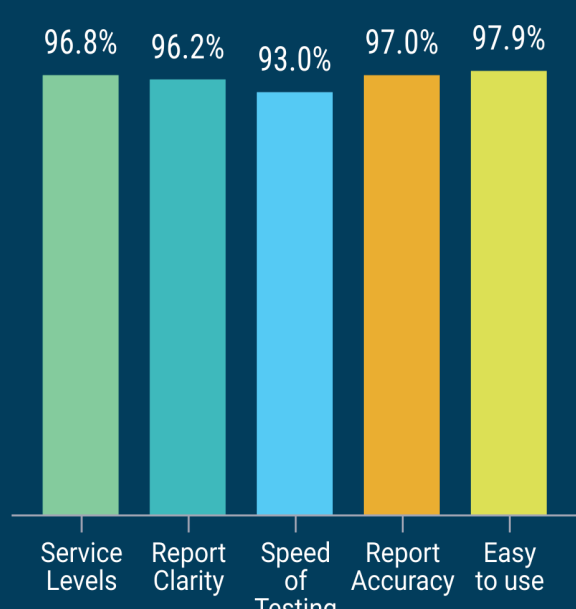


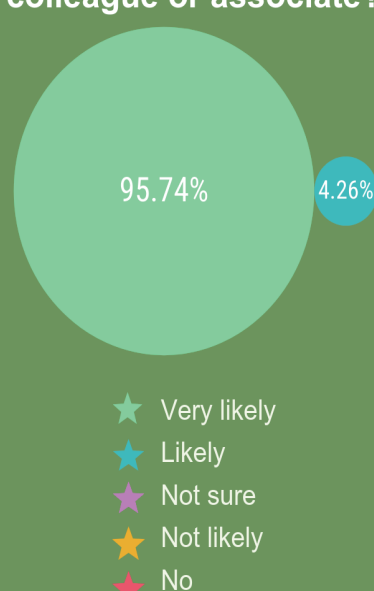
Customer Satisfaction Survey Results

2023

Are you satisfied with our service?

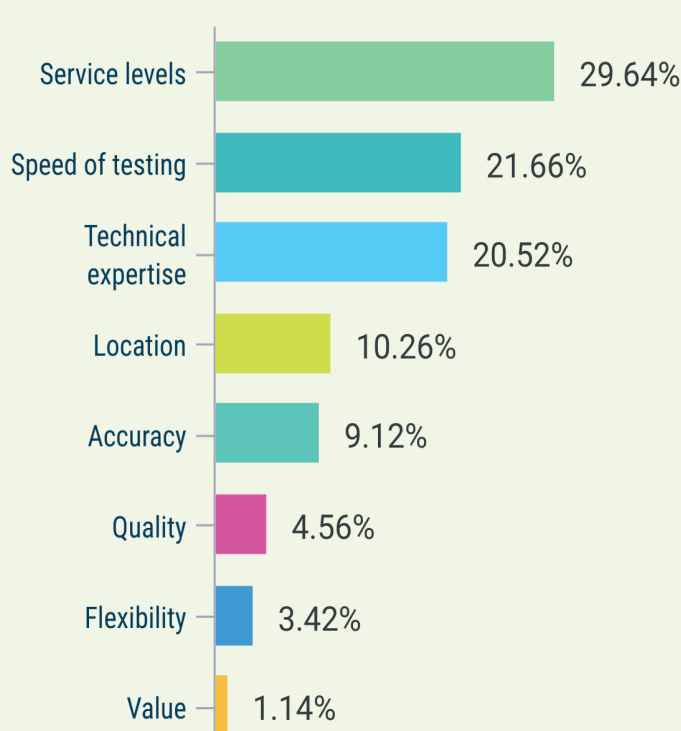


How likely are you to recommend us to a colleague or associate?

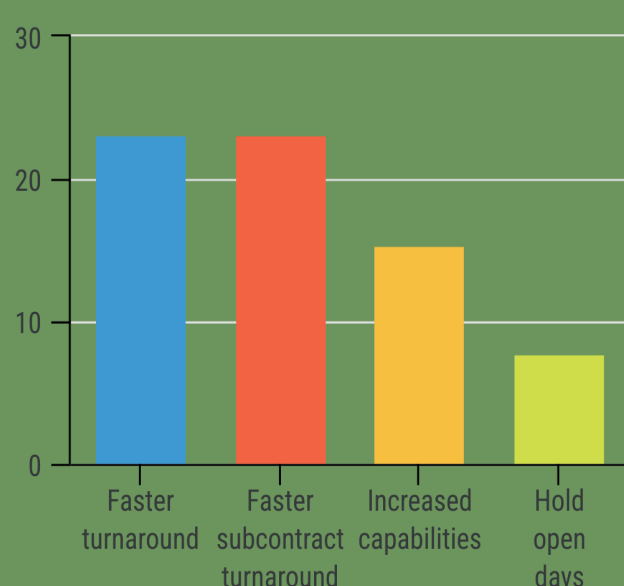


- ★ Very likely
- ★ Likely
- ★ Not sure
- ★ Not likely
- ★ No

What do you value most about ASAMS service?



What can we do to improve our service?



Customer feedback 2023;

“All good experiences, happy to do business with ASAMS.”
SM, Welding Engineer, Engineering Industry.

“I have used ASAMS for decades and would not change as I get everything I need.”
PA, QSHE Manager, Engineering.

“We asked availability to work unsociable hours, and it was never too much trouble.”
MK, Managing Director, Energy Industry.

“It is great to see the friendly expertise I know of old filtering down to the current team.”
SH, Process Safety Leader, Asset Management.

“Overall, a consistently excellent service provision where the team culture really stands out as a significant positive.”
LW, Engineering Industry.

“A very good working relationship and also always someone available for discussion via phone or email.”
RA, Welding and Materials Engineer, Fabrication.

“Had nothing but great customer service from ASAMS over the years!”
SB, Welding Support Engineer, Machining Manufacturer.

“The ASAMS team have always provided great communication and are quick to reply to enquiries. Everyone I have dealt with has been very knowledgeable and easy to deal with.”
TF, Managing Director, Fabrication.

“Great company, good people, I wouldn't go anywhere else.”
JW, Welding Engineer, Fabrication.

“Always get great service and advice regarding mechanical testing requirements. The best feature is probably the fact that you can call any of the contacts at ASAMS directly. Fantastic company.”
JH, Welding Coordinator, Engineering Industry.

“From my experience with ASAMS, the level of competency and professionalism throughout the company allows you to have the confidence from the initial testing requirement discussion to the final reporting stage, is carried out to the highest standards. The fastest turnarounds to meet project demands and communication throughout all stages of testing is one of the best that I have dealt with. Keep up the good work moving forward.”
DN, Welding Engineer, Fabrication.

“Always pleasant and friendly personnel to deal with.”
SG, Senior Welding Inspector, Engineering.

“Generally very helpful.”
WL, Business Unit Leader, Oilfield Equipment Supplier.

“Working with a like minded team of metallurgists has helped improve our quality. Nothing is too much trouble. Feedback, both positive and negative is taken on board and adjustments made to improve. ASAMS are a vital link in our supply chain.”
IC, Managing Director, Foundry.

“Brilliant service.”
MS, Sales Manager, Oil Industry.

“Excellent service as always. Thank you.”
DF, Procurement Engineer, Energy Sector.

“Overall, a very professional service.”
KA, Chief Mechanical Engineer, Railway Industry.

“Highly recommended company with very helpful guys.”
DM, Engineering.