

We **TRULY** appreciated hearing from you!

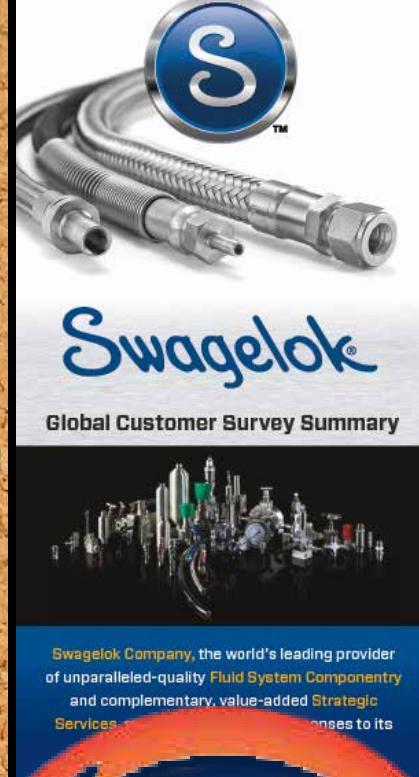
Swagelok Company received some 7,000 in-depth responses to its most recent Global Customer Survey. **Swagelok Pittsburgh | Tri-State Area** extends a very special **THANK YOU** to those of you who took the time to provide significant feedback regarding our **local** levels of service.



Here are the **KEY CRITERIA** on which we were evaluated – and how you scored us:

“My Distributor...”

- ...provides accurate product deliveries: **99%**
- ...possesses the ability to meet or exceed my business needs: **81%**
- ...is a company I can trust: **93%**
- ...is a company I can depend upon: **98%**
- ...respects me: **95%**
- ...is easy to do business with: **88%**
- ...understands my business: **78%**
- ...gives our business a competitive edge: **70%**
- ...educates us on things to more effectively run our business: **81%**
- ...works collaboratively with me: **83%**
- ...provides high-quality products: **95%**
- ...provides on-time product deliveries: **81%**
- ...responds to my inquiries and requests in a timely manner: **83%**
- ...helps us quickly resolve day-to-day problems: **76%**
- ...provides knowledgeable after-sale customer service and support: **83%**
- ...is innovative: **73%**



Email Rudy
rudy.frank@swagelok.com
for a copy of our
Global Customer
Survey Summary
Brochure

Our promise:

In each and every customer engagement and interaction, no matter how challenging your application or operating conditions, we will deliver premier-quality Swagelok Fluid-System Product Solutions and value-added Strategic Services that will make you safer, more productive, more efficient, and more profitable.



WE ARE YOUR SWAGELOK HIGH-PERFORMANCE RESOURCE:



Industry-Best Componentry



Masterful Custom Fabrication



Expert Technical Training



Extensive Energy Evaluations



Unparalleled Application Knowledge



Comprehensive Hose Advisories



Proven Inventory Management Support



Genuine Swagelok Gear Rentals



WE CAN HELP YOU SAVE TIME, MONEY, AND WORRY:



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