

Customer Survey 2011...

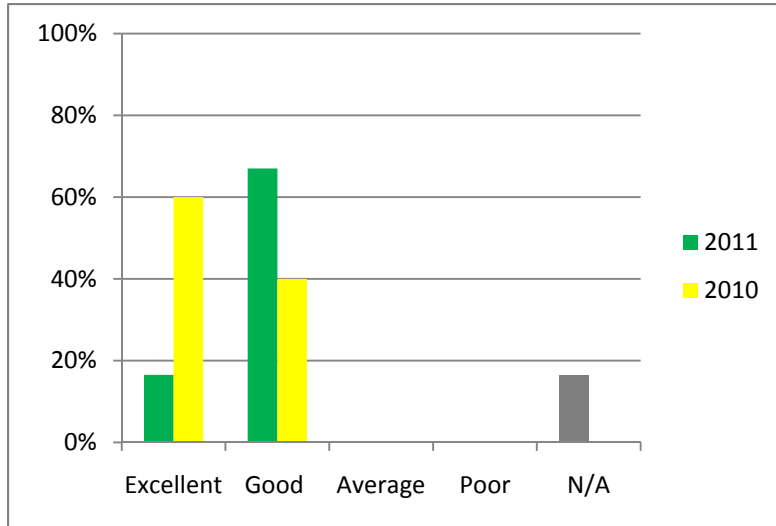
We would like to thank everyone who has completed our 2011 Customer Survey.

Our response rate was approximately 20% of our customer base so, as part of our continuous improvement plan, we are already implementing different customer relationship management methods, with the aim of eliciting a higher response rate.

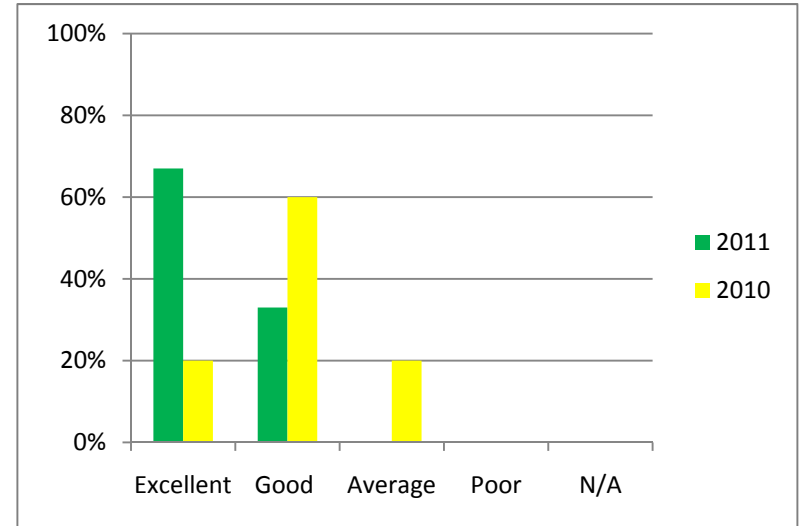
In 2012, a member of the sales team will be contacting you, to ask for a little of your time in order to go through the customer survey. Your input is extremely important to us, as your feedback is a significant driver in enabling us to 'IMPROVE' our service to you.

Customer Survey 2011...

Whether your call was for a query, issue or purchase - please rate how your call was handled (was there sufficient ownership and responsibility)?

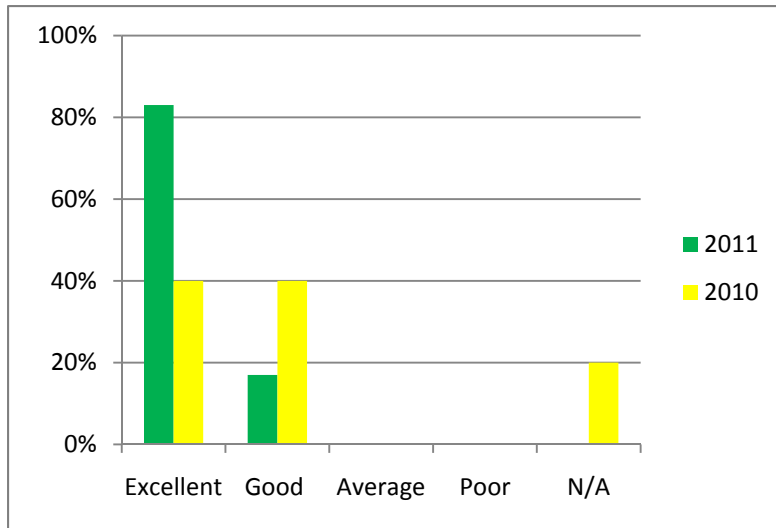


When you last contacted Artemis Optical Limited how would you rate the politeness, helpfulness and overall communication of the call / email?

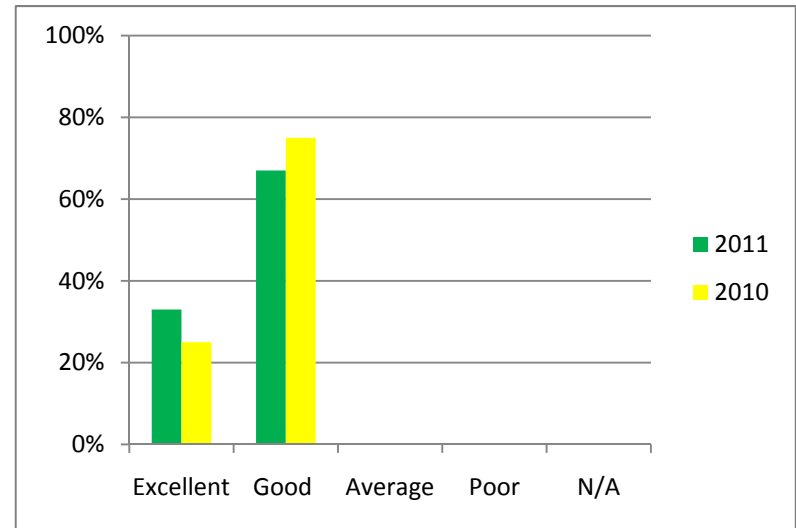


Customer Survey 2011...

Was the packaging your product arrived in fit for purpose?

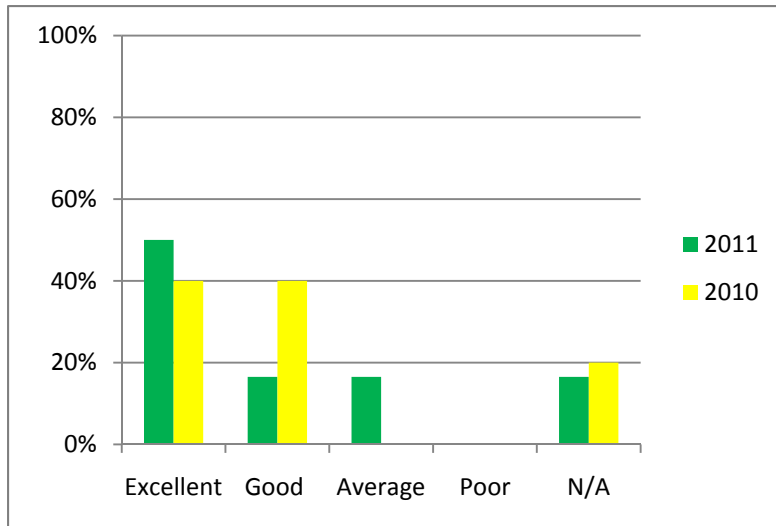


How would you rate the overall quality of our product(s)?

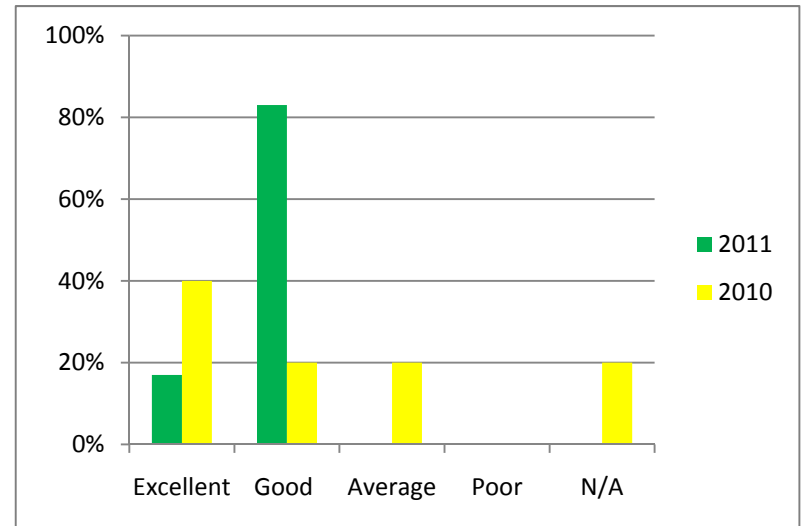


Customer Survey 2011...

Please rate the after sales support you have received.

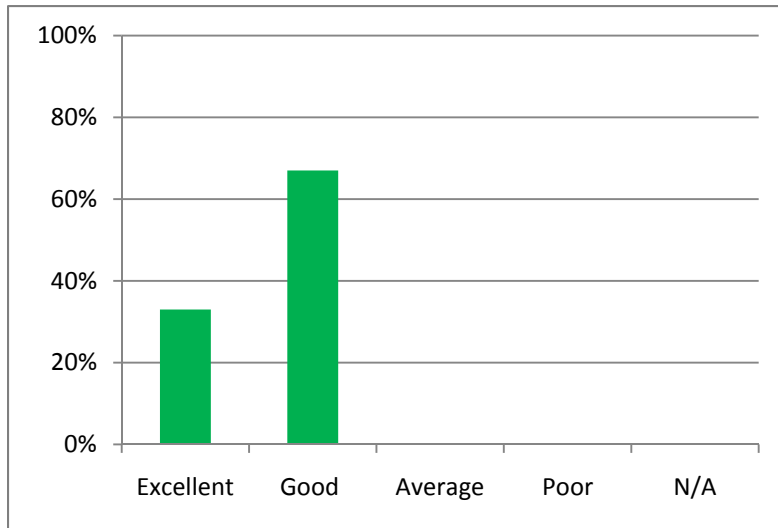


If you have called Artemis with an issue - was the issue resolved within a reasonable timeframe?

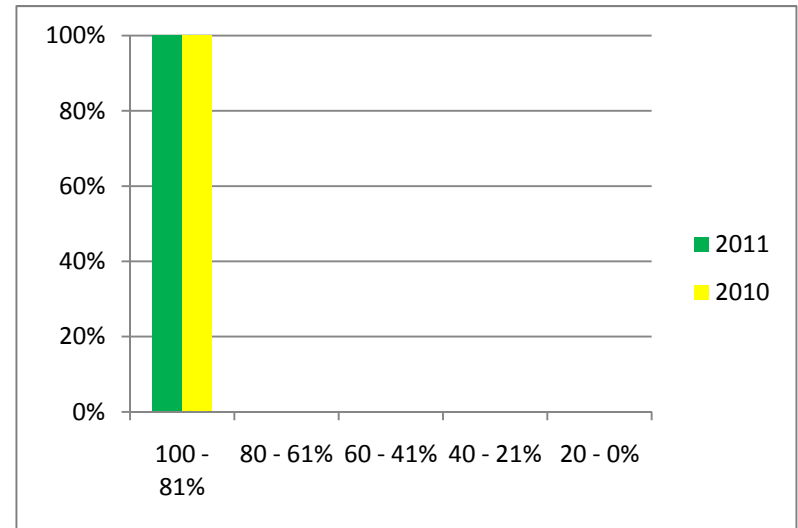


Customer Survey 2011...

Please rate overall - how has Artemis met with your expectations in terms of customer service?



What percentage of deliveries from us have arrived on the due date?



Customer Survey 2011...

What percentage of our technical expertise assisted you with realising your product or requirement?

