



Customer S

Excellent

Very Good

Good

Age

ITSA Member Satisfaction Survey Results 2016

Wednesday, April 19, 2016

22

Total Responses

Date Fielded: Thursday, March 24, 2016

Response Rate: 39%

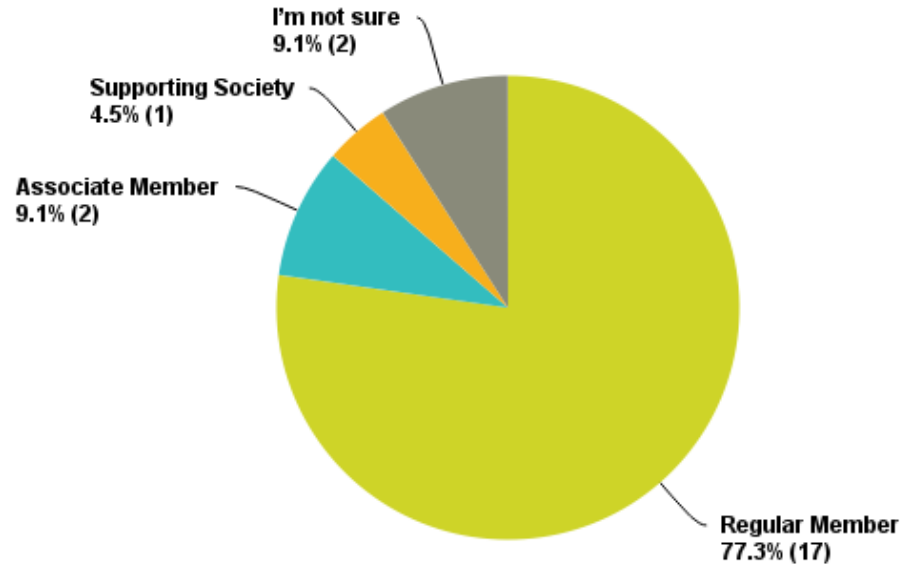
Survey Population: 57 ITSA Member company representatives

16 Questions



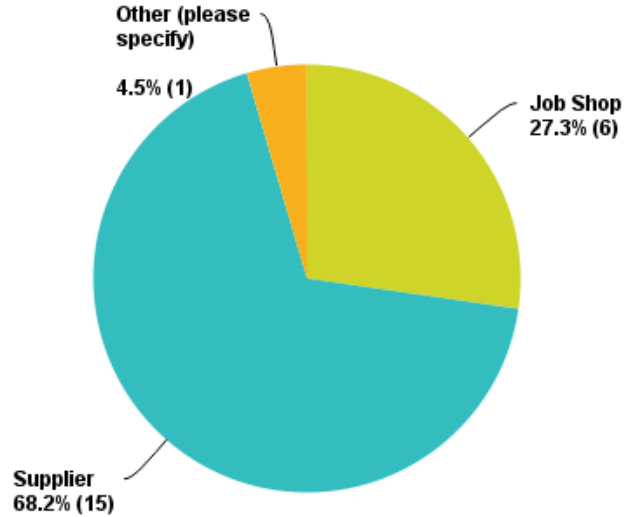
Q1: What type of ITSA member are you?

Answered: 22 Skipped: 0



Q2: Which best describes your business as an ITSA Member?

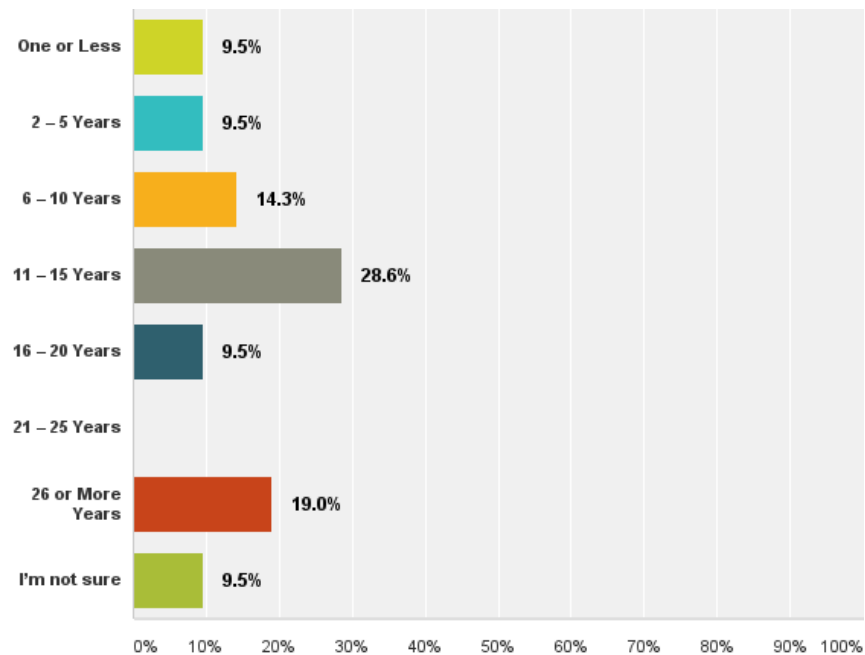
Answered: 22 Skipped: 0



The percentage of Supplier & Job Shop respondents in line with distribution of ITSA Regular Members identified as Suppliers (59%) and Job Shops (41%)

Q3: How many years have you been a member of ITSA?

Answered: 21 Skipped: 1

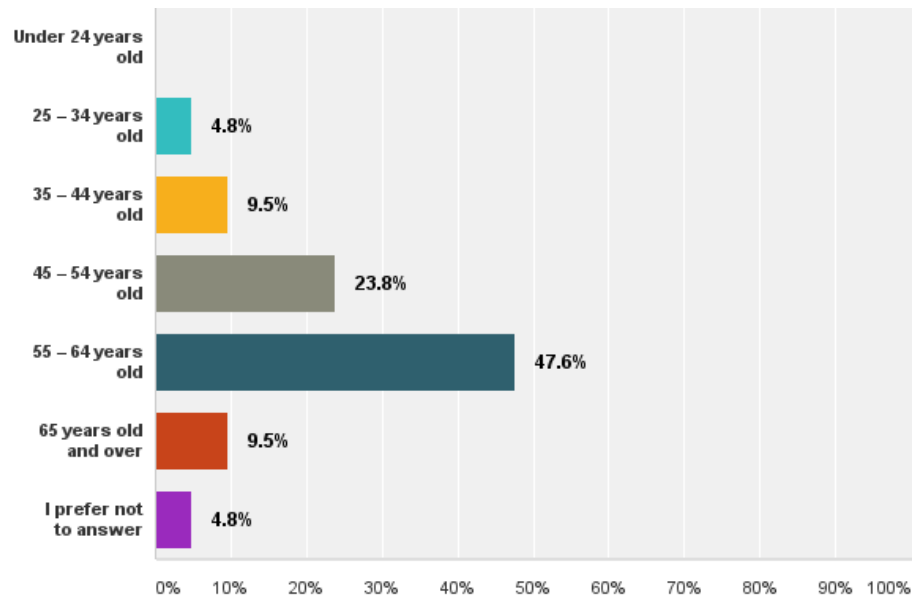


TENURE: 57% of ITSA Members have belonged for 11 or more years



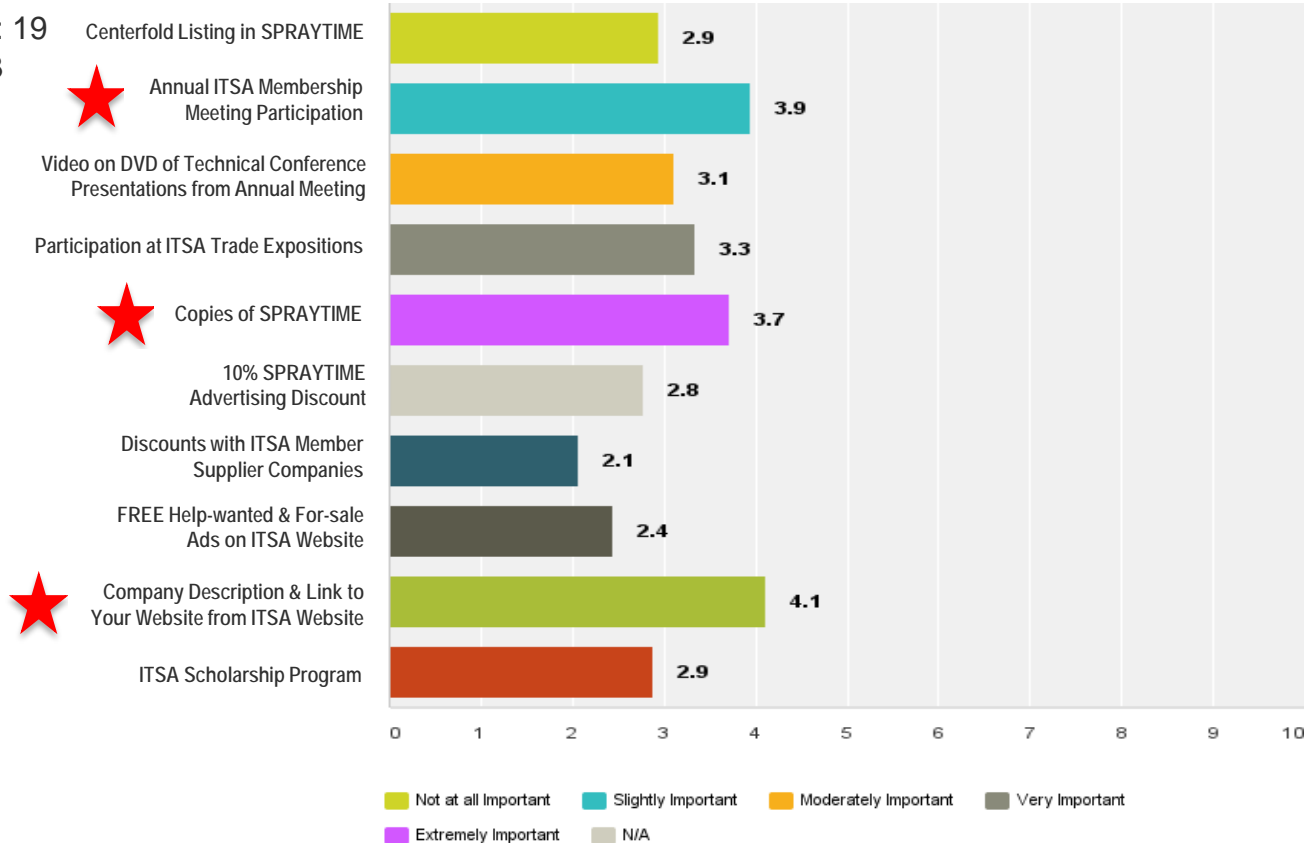
Q4: What is your age range?

Answered: 21 Skipped: 1



Q5: Why do you choose to be a member of ITSA? Please rate how IMPORTANT each of the following aspects of ITSA membership are to you personally. (Please click one rating for each item)

Answered: 19
Skipped: 3



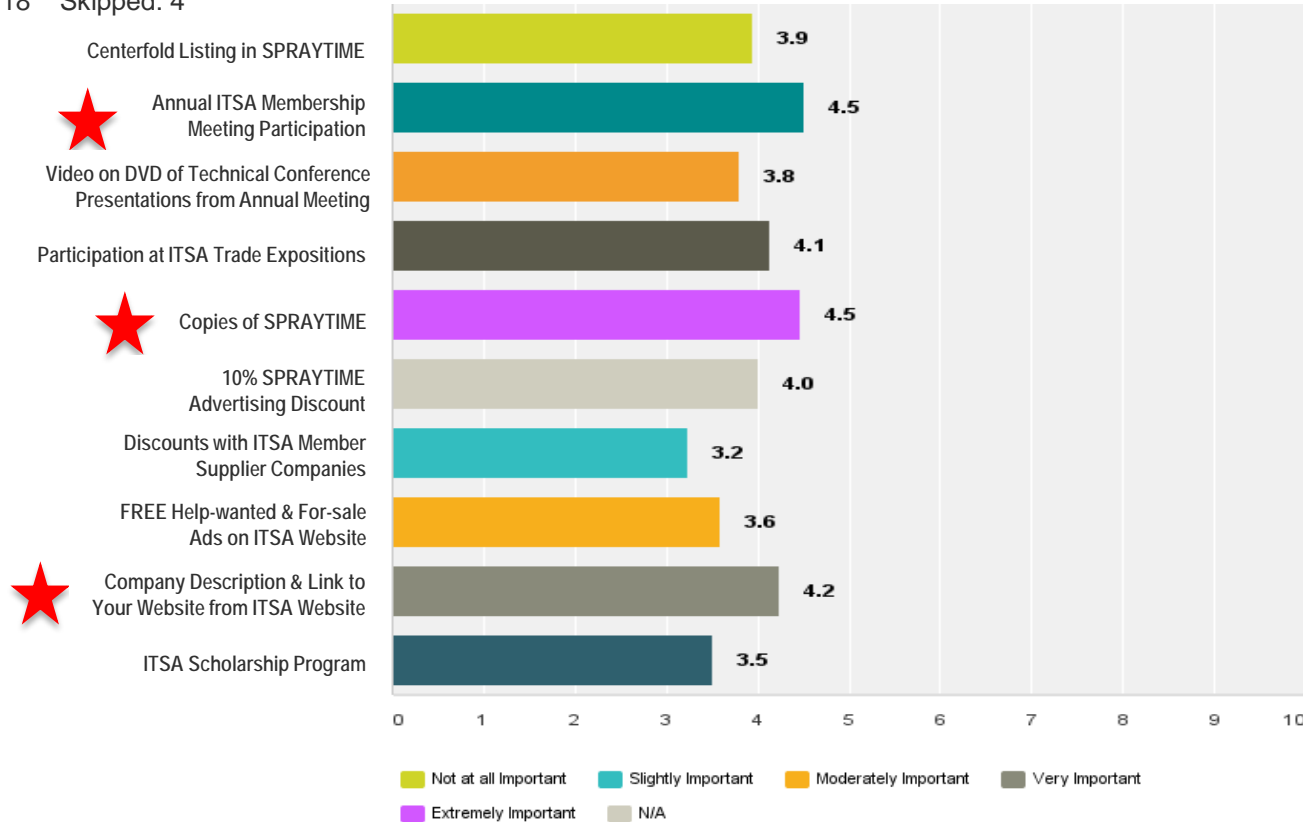
3 Most Important Aspects

- Annual Meeting
- SPRAYTIME copies
- Company description/link on website



Q6: Please indicate your SATISFACTION with the value provided by each of the following ITSA products or services. (Please click one rating for each item)

Answered: 18 Skipped: 4

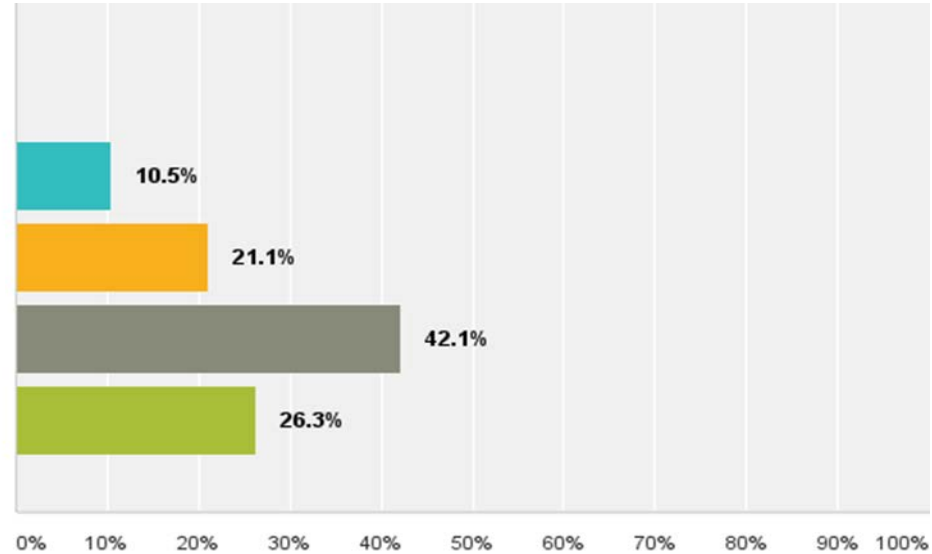


3 TOP – Satisfaction w/ Value

- Annual Meeting
- SPRAYTIME copies
- Company description/link on website

Q7: To what extent do you agree ITSA is effectively implementing its mission – “The International Thermal Spray Association, a Standing Committee of the American Welding Society, is a professional industrial association dedicated to expanding the use of thermal spray technologies for the benefit of industry and society.”

Answered: 19 Skipped: 3

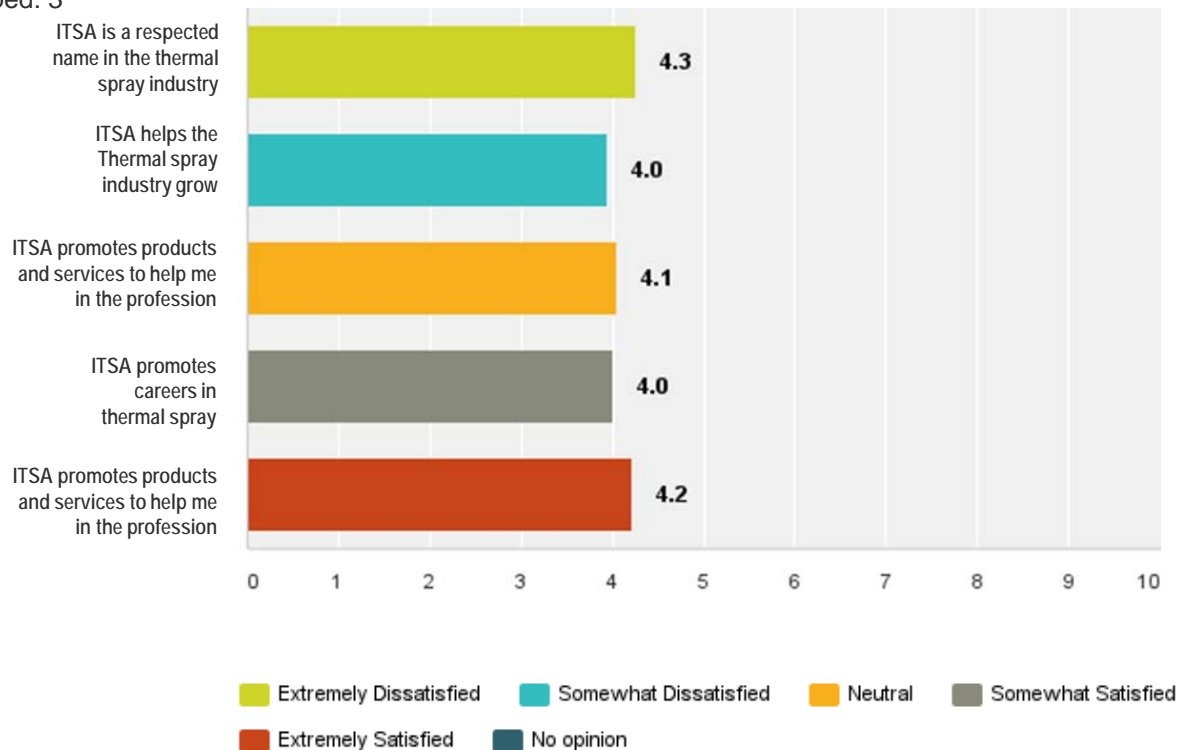


Strongly Disagree Somewhat Disagree Neutral Somewhat Agree
Strongly Agree



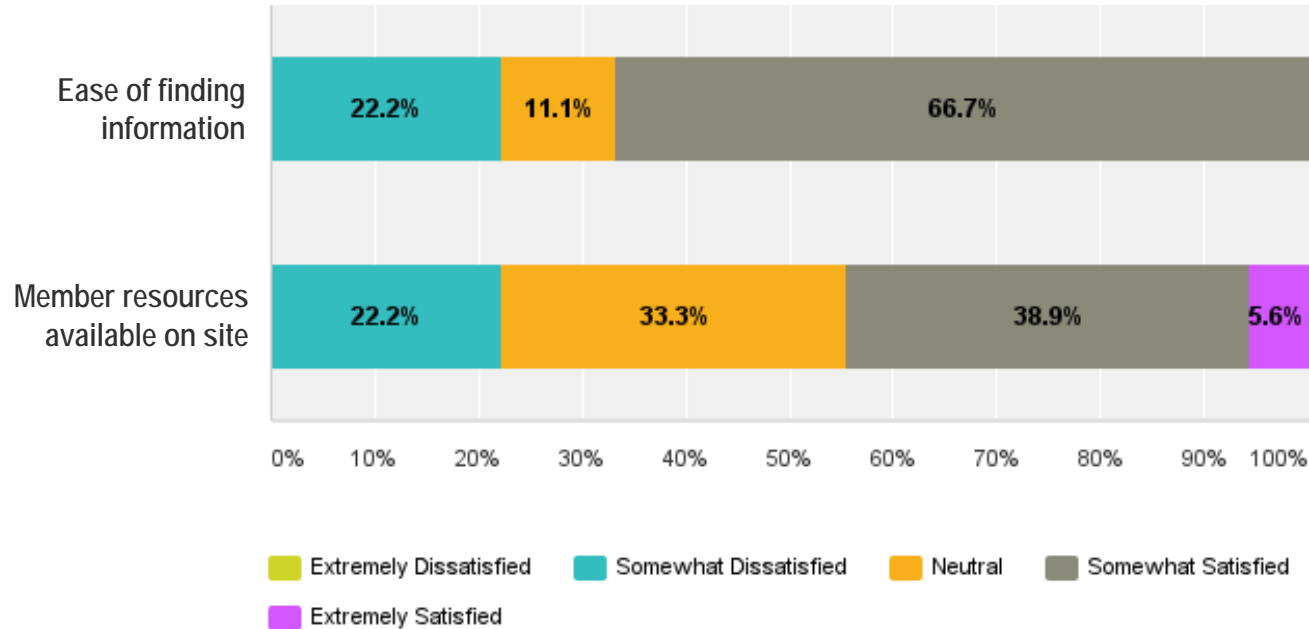
Q8: How would you rate your overall satisfaction with ITSA's performance toward these strategic initiatives?

Answered: 19 Skipped: 3



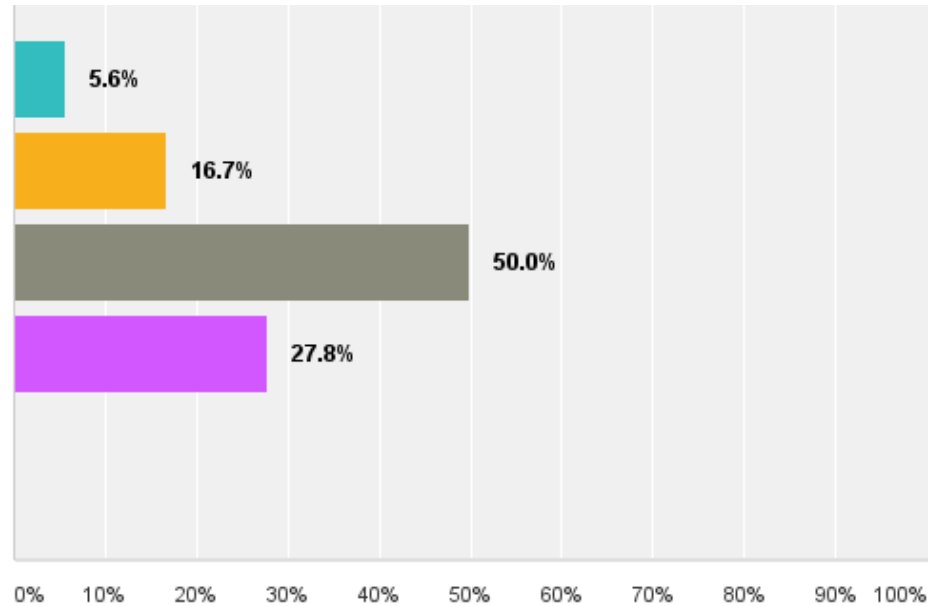
Q9: Please rate your satisfaction with each the following aspects of using the ITSA Website: (please click a rating for each aspect)

Answered: 18 Skipped: 4



Q10: Overall how satisfied are you with ITSA?

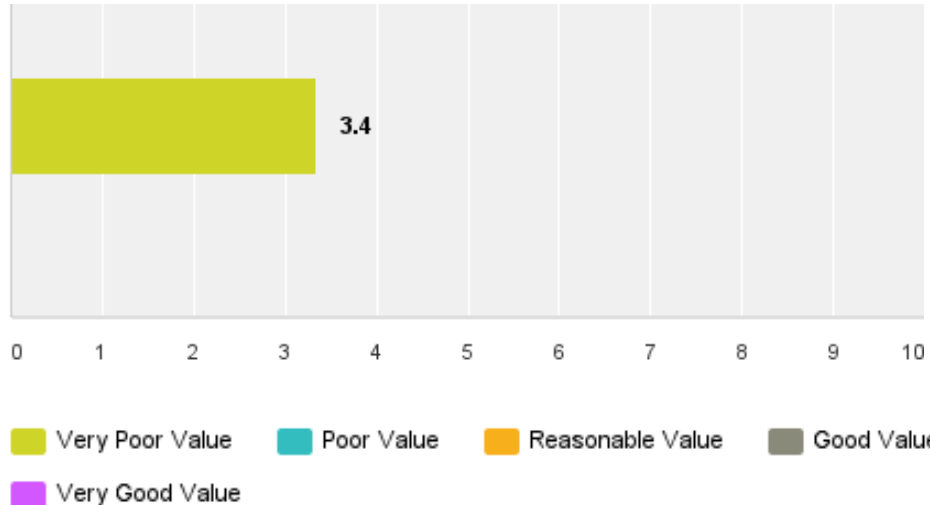
Answered: 18 Skipped: 4



Extremely Dissatisfied Somewhat Dissatisfied Neutral Somewhat Satisfied
Extremely Satisfied N/A

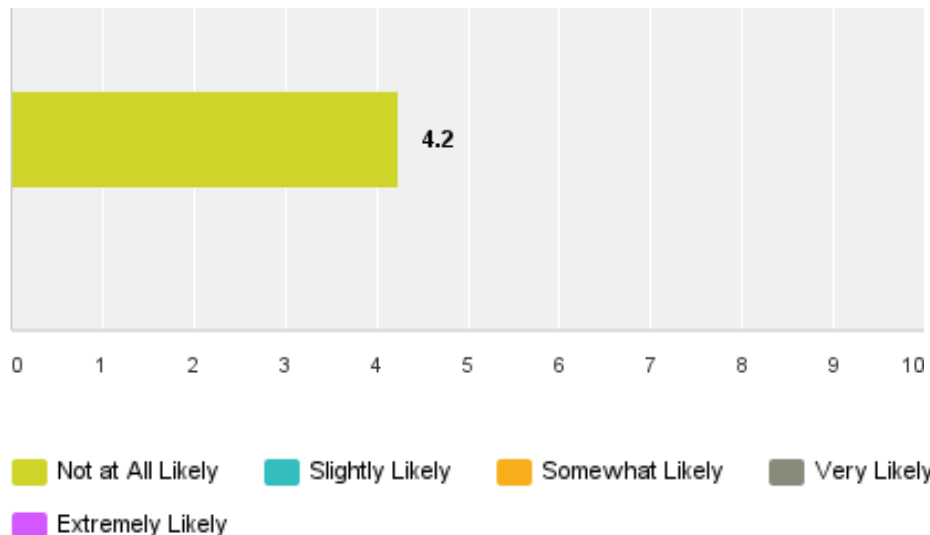
Q11: How would you rate the value you receive from your ITSA Membership compared to the cost of dues?

Answered: 17 Skipped: 5



Q12: How likely is it that you would recommend ITSA to a friend or colleague who works in or with the thermal spray community?

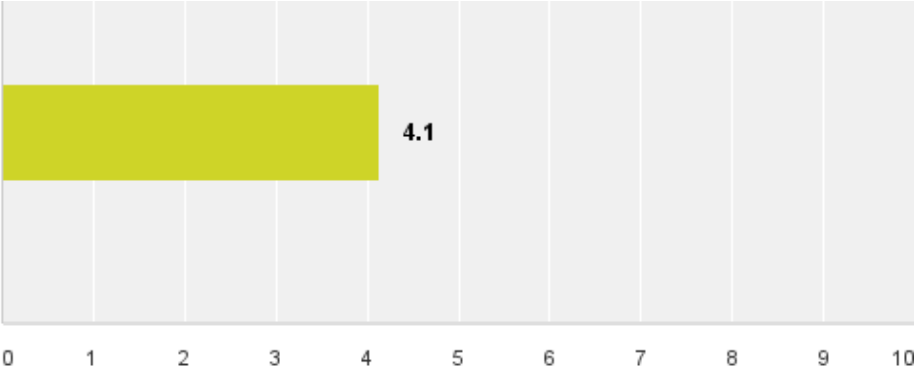
Answered: 17 Skipped: 5



* Weighted Average

Q13: How likely is it that you will renew your ITSA Membership?

Answered: 16 Skipped: 6



- Not at All Likely
- Slightly Likely
- Somewhat Likely
- Very Likely
- Extremely Likely