

East Air Corporation
Customer Satisfaction Survey

Form QF 5.2-1

Date: _____

Company: _____

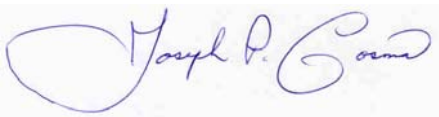
Name: _____

CUSTOMER SATISFACTION SURVEY 2003

Thank you for your business over the past year. Please take a moment to give us your feedback regarding our performance. Feedback from our customers is an important element of our quality program and a valuable tool to drive improvement.

Please complete the following questionnaire and return it via fax or e-mail to my attention.

Very Truly Yours,



Joseph P. Cosma, Vice President
 Quality Assurance & Operations

Let us know what you think!

	<u>Very Poorly—(circle one)—Very Well</u>					
	0	1	2	3	4	5
1. Deliver on time	0	1	2	3	4	5
2. Deliver quality products & service	0	1	2	3	4	5
3. Offer cost effective products	0	1	2	3	4	5
4. Return your calls	0	1	2	3	4	5
5. Available when you call	0	1	2	3	4	5
6. Supply timely pricing	0	1	2	3	4	5
7. Respond to your problems	0	1	2	3	4	5
8. Respond to changes	0	1	2	3	4	5
9. Tell you about a problem quickly	0	1	2	3	4	5
10. Supply technical support when needed	0	1	2	3	4	5

Please comment: _____

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Approvals	Approvals	Revision/Date	Reason for Change
<i>Joseph P. Cosma</i>	<i>Bob Krenitsky</i>	01 1/01/03	Release