



*Signal International Customer Satisfaction Survey
Hercules 185 Africa Work October, November 2011*

What is your overall satisfaction level with Signal International's performance on your project? (Check 1 box only.)

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

Please provide details on how Signal International can improve our score to Very Satisfied on any score below very satisfied.

I was extremely pleased with the attitude and the effort put forth by the Signal crew on the Hercules 185. They performed the work in a safe and efficient manner, while also battling a rainy season in Gabon. The job was also made more difficult by the local ABS surveyor, who was at times very unreasonable and unprofessional in her acceptance of the work. The Signal guys persevered and adapted to the situation and were ultimately successful with the work. The repair work on the legs was completed five days ahead of schedule.



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Signal International places a high degree of value on Safety, Quality of Workmanship, Communication, and Productivity/Schedule.

Please state your satisfaction level on each of these categories.

(Check 1 box for each subject.)

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
Safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality/Workmanship	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scheduling/Planning	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engineering	N/A <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Project Coordination/Mgmt	N/A <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details on how Signal International can improve our score to Very Satisfied on any score below very satisfied.

I did not grade the engineering or Project Coordination / Mgt as these areas were not handled by Signal. I would like to commend Albert Taft, Johnnie Schollian, Homer Gibson, Greg Hinton, Jackie Joiner, Danny George, and Rafael Gonzalez for a job well done. I will definitely call upon Signal for future assistance on International needs.



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If you have any other recommendations that would improve your level of customer satisfaction on future projects please explain below. This area may be used for recognizing superior performance or providing constructive input.

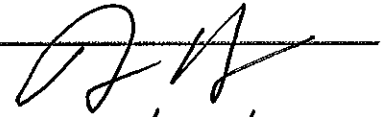


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Project: *Hercules 185 Africa October/November 2011*

Survey Completed by:

BRYAN HARGER
PROJECT MGR


11/22/11

We thank you for completing this survey and look forward to serving you in the future.

This survey is now complete. Please return the completed survey to Ken Inabinett at kinabinett@signalint.com.

If you encounter any difficulties with this survey please notify Ken Inabinett, Vice President QA/QC at the e-mail address above or the contact info below:

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Cell 228-238-2325