Here is the outline for Iowa Laser's website. Use the existing content on **www.iowalaser.com** and edit it for the site outline below. Call with any questions.

1. About Iowa Laser Page
    a. History

Iowa Laser Technology, Inc.:
A tradition of quality ... a commitment to innovation

Iowa Laser Technology, Inc. grew from a small laser processing facility in 1978 to its status today as a leader in multi-axis laser cutting, fully automated sheet/plate steel laser cutting, laser welding, laser heat treating, laser tube cutting, CNC machining, conventional and robotic welding, forming, and engineering services [link these items to appropriate pages]. **ILT's** management team [link to page or bios] has led the development and success of the business with a dedication to superior service, outstanding quality, and a commitment to innovation. Today, **ILT** is a multidisciplinary manufacturing facility, operating 8 lasers and offering complete engineering and fabrication services. **ILT's** Cedar Falls, IA., manufacturing facility occupies 110,500 square feet, and is equipped to handle projects of any size or complexity.

ILT was founded Jan. 1, 1978. Over the last three decades, **ILT** has become one of the largest combined laser and machining contract service providers in the Midwest.

Today, **ILT** is known for its quality service, innovative technological expertise, and reputation for pushing the limits of laser manufacturing and processing. The precision components **ILT** manufactures are used in automotive, agricultural, mining, construction, and fitness equipment around the world. With sales in the millions of dollars, **ILT** maintains significant and varied manufacturing contracts with dozens of companies.

ILT operates 8 laser workstations and employs more than 113 people in the Cedar Falls area.

The company continues its innovative processes in contract manufacturing, including developments in automating its laser stations, improving hole-drilling technology and increasing cutting speeds. The company expanded its manufacturing, cutting, and drilling capabilities with the addition of the Prima Rapido 5-Axis Laser.

ILT is ISO 9001:2000 certified and earns numerous supplier certifications and quality awards every year.

ILT continues to grow as a machining service provider to industry as it continues its tradition of quality and commitment to innovation.

Ask Iowa Laser Technology for innovative expertise on your next project. Call 800-555-1234 or Email [link] our staff today.

Iowa Laser Technology ... A tradition of quality ... A commitment to innovation

    b. Facility Pictures

Iowa Laser Technology's facility has grown over the years to accommodate innovations in manufacturing technology, increase efficiency, and expand capacity. **ILT's** manufacturing capacity is second to none in the Midwest with 79 Production and Manufacturing Specialists working in 110,500 sq/ft of space.

To check on current availability of our facilities, click here to use our Current Capacity Calculator. [insert link] Or call 800-555-1234 or send us an Email [link] with details about your next project. We'll get right back to you.

[Did you need anything else here? I would just put captions under each picture so people know what they're looking at.]

Iowa Laser Technology ... A tradition of quality ... A commitment to innovation

Other general information about the company

Iowa Laser Technology, Inc. has been serving manufacturers in the automotive, agricultural, mining, construction, and fitness industries for over a quarter century. From state-of-the-art Laser systems, to CNC press brakes, CNC machining centers, and over 100,000 square feet of manufacturing space, **ILT** is equipped to deliver your projects on spec, on time, and on budget.

One of our greatest strengths is the skill and competence of our employees. **ILT** is an ISO 9001:2000 company. Our strong commitment to customer satisfaction, quality, and innovation make **Iowa Laser** the perfect choice for your next project.

Call us today at 800-555-1234 or Email [link here or link the names below] your ILT Representative.

Type of Business: Service (Laser-based Manufacturing)
Year Founded: 1978
Number of Employees: 113
  Production: 69
  Manufacturing Engineering: 10
  Other: 34
Union Affiliations: None
Manufacturing Facilities: 110,500 sq/ft
Office Facilities: 4,820 sq/ft
Quality Program: 100% Employee Participation
Quality System Manual: Yes
Quality System: ISO 9001:2000

CEO/CFO: Mark Baldwin
President: Sean Abbas
Accounting: Jennifer Hanna
Manufacturing Engineering Manager: Jeff Shima
Human Resources: Joan Knock
M.I.S. Manager: Dick Lockey
Production Manager: John Magnuson
Production Planning: Doug Roethler
Purchasing Manager: Jim Mattson
Quality Systems Manager: John Lamos
Sales/Marketing Manager: Joe Barber
Meet Our Sales Staff [link to sales staff page]

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2. Number of Laser that are currently in the production loop.

Iowa Laser Technology currently employs 8 lasers in our production loop with the addition of the new **Prima Rapido 5-axis Laser** in March of 2006. This is a 2200 watt laser with a 24"x60"x120" work envelope.

The RAPIDO offers **ILT** a number of advantages over less advanced manufacturers ... and they come back to you in cost savings and meet or beat deadlines.

RAPIDO is a 5-axis machine designed to cut, weld and treat the surface of medium size parts (3 m^3 of working volume) with a Cartesian, unitized, cantilever structure with a fully retractable arm. Full accessibility, excellent reliability, high productivity, and user-friendliness are important features that bring considerable cost savings to your next project.

RAPIDO is typically used in a wide range of industrial fields from automotive, aerospace, energy, and food to household appliances, and more. It's also used by first class jobshops, like **ILT**, who are equipped to exploit the machines versatility

to its limits. Our "Split Cabin" version is perfect for projects with high productivity requirements. The quick-mounting interchangeable heads make it possible to switch from one project to another with ease, minimizing down time.

The Rapido utilizes CAD/CAM software for off-line programming: LaserCUT CENIT and CUBE (3D) - PICAM (2D), powerful programming functions (such as Autosquare, Skating, Fulltracking and Shapestoring), automatic systems for loading/unloading, CNC rotary axis for tubes processing, and comes with additional heads for different applications.

Iowa Laser's new Trumpf Laser Systems cut mild steel up to ¾" and stainless steel up to ½". These laser systems will complete your project with pinpoint accuracy, run after run. Your project will be finished on time as our systems cutting edge automation enables us to run "lights out", saving you time and saving you money.

3. Box for Current Capacity. This needs to be updated bi-weekly so customers can readily access what the current ILT capacity is on the different processes offered.

Check the current capacity of any state-of-the-art process we offer with our fast and easy Current Capacity Calculator.

For Rush Jobs, call 800-555-1234 for estimates, quotes, and timetables or email us [link to email] with your project details and due date – we'll get back to you with an estimate right away!

Iowa Laser Technology ... A tradition of quality ... A commitment to innovation

4. Equipment Page

a. This page needs to be broken down into 3 separate sections.

Development and programming

Iowa Laser Technology is at the forefront of manufacturing evolution, utilizing state-of-the-art hardware and software packages from leading innovators in the industry. We use the latest technology to ensure your project is completed *fast (saves you money)* ... *accurately (saves you money)* ... and *on budget!*

Computer Aided Manufacturing (CAM)

We've come a long way from the numerically controlled, punch paper tape machines of the '50's. Today a single computer controls banks of robotic milling machines, lathes, welding machines, and other tools, moving the product from machine to machine as each step in the manufacturing process is completed. These systems permit easy, fast reprogramming, allowing for speedy design changes from project to project.

Virtual Gibbs (Mill)
Virtual Gibbs is a powerful, full featured Computer Aided Manufacturing (CAM) system for NC Programming. It gives **Iowa Laser** a significant edge in ease of use, programming speed and training time. The modules are used for Milling, Advanced Milling, Turning, Material Library, Editing, Communications and Data Importation and Exportation.

SigmaNest (Laser)
SigmaNest uses the most sophisticated optimization mathematics in the industry. Your project benefits from enhanced waste control through efficient material utilization, reduced programming time, and lower material cost. SigmaNEST is a fully functional profile cutting CAD/CAM system capable of programming any NC profile cutting machine. Powerful modularity allows the software to evolve to meet the needs of your most sophisticated and specialized projects.

Computer Aided Design (CAD)

ILT uses CAD to assist our engineers in designing your project to exact tolerance and specification. CAD involves both software and sometimes special-purpose hardware. Current packages range from 2D vector based drafting systems to 3D parametric surface and solid design modelers.

AutoCAD 2007
3D "dumb" solids are created in a very similar fashion to the way you would create the real world object. Each object and feature, after creation, is what it is. If the operator wants to change it, "material" has to be added to it, subtracted from it, or delete the object or feature and start over. Due to this, it doesn't matter how the initial operator creates his components, as long as the final product is represented correctly. If future modifications are needed, the method used to make the original part will not, in most cases, affect the procedure used to make the new modifications. Draft views are generated easily from the models.

SolidWorks
3D parametric solids require the operator to use what is referred to as "design intent". The objects and features created are adjustable. But the engineer has to get it right the first time, or problems may arise later in the process. Draft views are generated easily from the models. Assemblies usually incorporate tools to represent the motions of components, set their limits, and identify interference. More tool kits for these systems are coming online, including 3D piping and injection mold designing packages.

Lasers

Lasers range in size from microscopic diode lasers with numerous applications, to football field sized neodymium glass lasers used for inertial confinement fusion, nuclear weapons research, and other high energy density physics experiments.

Iowa Laser Technology uses two types of lasers: CO2 and YAG. CO2 and YAG lasers offer maximum power outputs and can vaporize or melt materials with their tightly focused laser beam.

The CO2 lasers (active material is a mixture of gaseous helium, nitrogen and carbon dioxide) currently achieve the highest power output in continuous wave operation. At 10.6 micrometer its wavelength is in the far infrared region. Depending on the application, lasers are rated between 10 and 20,000 watts.

Iowa Laser Technology currently uses:

CO2 Laser, 2000 Watt, 36” x 72” Table
CO2 Laser, 3200 Watt, 60” x 120” Table with Automated Material Handling
CO2 Laser, 4000 Watt, 60” x 120” Table with Automated Material Handling
CO2 Laser, 4000 Watt, 72" x 144" Table with Automated Material Handling
CO2 Laser, 5000 Watt Transverse Flow, Laser Welding and Laser Heat Treating Only

Iowa Laser Technology just added the **Prima Rapido 5-axis Laser** to the inventory. Made by Prima Laser Tools, the RAPIDO is a state-of-the-art laser cutting system that greatly enhances automation in the production process. The split-cabin, sliding pallet design of the RAPIDO 3D laser cutting system offers continuous part cutting without any idle time during the unloading and reloading process. No idle time means big cost and time savings for you.

Its ability to cut, weld and treat part surfaces with a Cartesian, unitized, cantilevered structure and fully retractable arm make it the perfect machine for a wide variety of industrial applications. All in all, this laser will save you time and money through enhanced production efficiency and cutting edge design elements.

The Nd:YAG is an acronym for neodymium-doped yttrium aluminium garnet (Nd:$Y_3Al_5O_{12}$), a compound that is used as the lasing medium for certain solid-state lasers. The YAG crystal is doped with an active medium, in this case triply ionized neodymium, which replaces another element of roughly the same size, typically yttrium.
Nd:YAG lasers are optically pumped using a flashlamp or laser diodes. They’re one of the most common types of laser and are used for many different applications.

ILT uses Nd:YAG Lasers in manufacturing cutting and welding steel and super alloys.
We currently use:

Nd:YAG Laser, 500 Watt
Nd:YAG Laser, 400 Watt

All **Iowa Laser Technology's** 2000 watt lasers have multi-axis and tube cutting capabilities. Our Lasers are processing .003" shim stock to .750" Grade 80 carbon steel plate; 300 series stainless steel from .005" to .500" plate; and 3000 and 6000 series aluminum from .015" to .250" plate.

Applications laboratories are researching even more powerful laser processes in new areas such as surface finishing (annealing, re-melting, alloying) to open up new fields for lasers. As new laser technology comes online, **Iowa Laser Technology** will be offering new and innovative solutions to complete your most demanding projects.

Fabrication

By integrating a broad base of manufacturing processes with its core capabilities of advanced laser machining, **ILT** produces complete parts, from prototypes to large production runs. Metal fabrication is a value added process involving the construction of parts, machines, and structures from various raw materials. **Iowa Laser Technology** will help build your project from start to finish, utilizing an 8 step fabrication process consisting of:

1. Planning
2. Engineering
3. Raw materials
4. Cutting and burning
5. Forming
6. Machining
7. Welding
8. Final assembly

Iowa Laser Technology offers value-added services such as inventory control, project management, physical inventory services, final inspection and customized shipping.

Complete Parts Production

ILT offers project management services to coordinate outsourcing for complete part production. **ILT** integrates multi-level manufacturing processes, including five-axis CNC machining, hot forming, plating and chemical milling. Other in-house manufacturing services include assembly, kitting and specialized packaging. Our manufacturing experts will show you which processes are best for your application.

Press Brake Forming
- 60 Ton, 6' Ram, 8" Stroke, 4 Axis CNC
- (3) 90 Ton, 8' Ram, 14" Stroke, 6 Axis CNC
- 135 Ton, 12' Ram, 8" Stroke, 4 Axis CNC
- 230 Ton, 12' Ram, 16" Stroke, 6 Axis CNC

Metal Finishing
- Vibratory Deburring Machines
- Empire Pro-Finish Abrasive Blasting Machine, 48" x 48"
- Cuda Parts Washer, 10" High x 14" Wide Opening

Machining
- Radial Drill and Drill Presses
- Milltronics Partner CNC Mill
- Knee Mills
- Manual Lathe-20" Maximum Swing

- Haas TM1 Tool Room Mill
- Haas VF4 CNC Vertical Machining Centers
- Automatic Surface Grinder, 3 Axis, 10” x 20”
- Manual Surface Grinder, 6” x 18”

Saw Cutting

- Marvel Series 8 Vertical Band Saw, 18” Capacity
- Horizontal Mitre Band Saw, 9” Diameter Capacity
- HEM VT120HA CNC Vertical Saw

Welding

- Panasonic Robotic MIG Welding System,
- 20” x 38” x 20" Swing, 500 Lb. Weight Capacity
- MIG Welding
- TIG Welding
- Spot Welding

Contact us to discuss your next project at 800-555-1234 or Email [link to email] our staff for more information.

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f. Listing and photographs of the various equipment and the capabilities of the equipment

6. Services Page (mouse over to reveal the following pages) if you click on the services link you will get to a main page that has each category with a picture of the process. You will be able to click on each of the categories to get to the below pages
   a. Automated Steel Laser Cutting page

Automated Steel Laser Cutting

Continuing **Iowa Laser’s** commitment to technological innovation, our new laser cutting systems are fully automated and consistently run unattended or "lights out.”

Advantages of automation include:

- ☑ Unmanned operation
- ☑ Increased productivity
- ☑ Optimal use of resources
- ☑ Safe working environment
- ☑ Streamlined logistics

Iowa Laser’s advanced laser cutting systems allow us to cut more parts per day. With material changeover times of less than one minute, we get maximum efficiency during manned operation. To further improve throughput, the standard automatic load and unload features of our system allows unmanned, "lights out”, production.

Our systems process carbon steel up to 3/4", stainless to 1/2", and aluminum to 1/4". We continually upgrade our systems to ensure you’ll get the best lead times in the business.

Call 800-555-1234 or Email [link to email] our engineers for more details on Automated Steel Laser Cutting.

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a. Laser Tube cutting page

Laser Tube Cutting

Laser cutting is a proven and effective form of tube processing. In applications that traditionally required machining, Laser Tube Cutting allows for a variety of shapes and features. The ends can be profiled in any number of ways, including fish mouth, angle cuts, or notched. Corner notching can be done much easier with the laser than with a mill. Laser processing leaves little or no burr to clean up.

Iowa Laser will process up to 20' lengths of raw material, up to 6" in diameter, or 4" square. And Laser Tube Cutting is deadline-friendly and cost-effective!

Call 800-555-1234 or Email [link to email] our engineers for more details on Laser Tube Cutting.

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b. Multi Axis Laser Cutting Page

Multi-Axis Laser Cutting

Traditionally, laser cutting was a two-dimensional process. But **Iowa Laser Technology's** Multi-axis Laser System combines two-dimensional and three-dimensional cutting capabilities, providing much greater flexibility and superior economy.

Spun metal parts, deep drawn parts or stamping are all great candidates for laser cutting. Our systems allow us to cut contours and shapes in your components with minimum fixturing and setup time.

We can quickly and easily cut flat parts, shaped parts or perform bevel cutting, significantly expanding your choice of manufacturing methods.

Call 800-555-1234 or Email [link to email] our engineers for more details on Multi-Axis Laser Cutting.

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c. Laser Welding & Laser Heat Treating page

Laser Welding

Laser welding was in its infancy twenty years ago. It was used primarily for exotic applications where no other welding process would be appropriate. Today, laser welding is a full-fledged part of the metalworking industry, and regularly produces welds for common items such as cigarette lighters, watch springs, motor/transformer lamination, hermetic seals, battery and pacemaker cans and hybrid circuit packages.

With weld depths up to 1/4", laser welding provides a strong fusion weld without the use of filler material. Laser welding could be used in place of a diverse array of standard processes, including resistance (spot or seam), submerged arc, RF induction, high-frequency resistance, ultrasonic and electron-beam.

While each of these techniques has its niche in manufacturing, **ILT's** versatile laser welding approach will operate efficiently and economically in many different applications. Its versatility will even permit the welding system to be used for other machining functions, such as cutting, drilling, scribing, sealing and serializing.

Laser Heat Treating

Heat treatments for hardening or annealing have a long history in metallurgy. But lasers offer new possibilities for the selective heat treatment of metal parts.

For example, lasers can provide localized heat treatments for hardening the surfaces of automobile camshafts. These shafts are manufactured to high precision. If the entire camshaft is heat treated, some warping will inevitably occur. But the working surfaces of the cams can be heated quickly with a carbon dioxide laser. This hardens the working surfaces without appreciably affecting the remainder of the shaft, preserving the precision achieved in its manufacture.

Laser heat-treating offers additional significant advantages over other methods of heat treatment. A laser is a specific, controlled source, making it possible to control exactly how much energy is applied to the material. Heat-treating with a laser makes it possible to change the metallurgical properties within a specific area of the material. Our heat treating process can achieve depths from .01" to .10", depending on the width of the pass and the cross-section of the part.

Call 800-555-1234 or Email [link to email] our engineers for more details on our Laser Welding and Heat Treatment services.

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d. Machining & Forming Page

Machining

Machining is the broad term used to describe removal of material from a workpiece. It covers several processes, which are usually divided into categories:

Cutting, which generally involves single-point or multipoint cutting tools, each with a clearly defined geometry.
Abrasive processes, such as grinding.
Nontraditional machining processes utilizing electrical, chemical, and optimal sources of energy.

Iowa Laser's machining department is a perfect balance of traditional manual machining operations and production driven CNC machining. **ILT's** CNC systems showcase the industry's standard for speed and accuracy.

Do you need 3 micron positional accuracies? Do your pure, oxygen free, copper components need hands-free finish machining? Our Computer Numerical Control (CNC) automation allows for more flexibility in the way parts are held in the manufacturing process and the time required to change the machine to produce different components.

Our manual systems are great for working prototype and small run orders.

Forming

Press-brake forming is an art, and greatly dependent on operator skill. **Iowa Laser's** CNC controlled press brakes make the accurate forming of parts easy. Our 6-axis, CNC controlled backgages, coupled with precision tooling, provide excellent repeatability and reduced setup times on repeat orders.

State-of-the-art press brakes and highly trained employees consistently manufacture perfectly formed parts for a wide array of projects.

Call 800-555-1234 or Email [link to email] our engineers for more details on **ILT's** Machining and Forming services.

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a. Conventional & Robotic Welding Page

Welding

If parts normally need adjustment to fit together correctly, or if joints are too wide or in different positions from piece to piece, automating the welding procedure will be difficult if not impossible.

Iowa Laser's welding department is staffed with highly skilled and certified welders. Using the latest equipment and processes, our welders work on projects ranging from large complex assemblies to small, intricate components. Trust our guys to get it done right the first time!

Robotic Welding

There are two types of industrial welding robots: articulating robots and rectilinear robots.

Rectilinear robots move in line in any of three axes (X, Y, Z). In addition to linear movement, there's a wrist attached to the robot to allow rotational movement. This produces a box shaped robotic work zone.

Articulating robots employ arms and rotating joints. The robots move like a human arm with a rotating wrist at the end. This produces an irregularly shaped robotic work zone.

Robotic welding systems may perform more reliably than a manual welder when monotony of the task is an issue, such as repetitive tasks on similar pieces. Or on similar pieces that involve welds in more than one axis or where access to the pieces is difficult.

Iowa Laser has worked diligently to stay on the leading edge of new technology in robotic manufacturing. Robotic welding technology has enabled our time-tested, hands-on welding processes to integrate seamlessly with modern technology. **ILT's** robotic process guarantees consistent welds, part after part, with speedy and economical process time.

Call 800-555-1234 or Email [link to email] our engineers for more details on Conventional and Robotic Welding Services.

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9. Staff Page

   a. This page needs to be broken down into 2 sections.

      i. Sales Staff section

Iowa Laser Technology's sales staff has the experience and practical know-how you need to get your next project done on spec, on time, and on budget. The sales staff works with the planning staff and engineers to make sure your project is manufactured perfectly from concept to completion.

      ii. Planning staff section

The planning staff works behind the scenes to make sure **ILT's** sales staff and engineers understand your project, fabricate it according to your spec's, budget, and timetable, and deliver it as promised.

      iii. Email embedded under the picture. "Click on the picture to email…"

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6. Newsletter Page

[Headline]

Finally: News You Can Use to Save You Time and Money on Your Next Project

[Body]

Subscribe to Iowa's leading newsletter for the manufacturing industry! Let **Iowa Laser** keep you up to date on the latest innovations, manufacturing issues, news from around the industry, and the latest equipment and process reviews.

Boost your bottom line with your FREE monthly subscription to **ILT Update** [or whatever the Ezine title is] TODAY!

[Andy: Include a field for their First Name (enables personalization). ILT can then include the first name in the subject line of the Ezine – boosts open rates.
Ask for a Primary Email address. Hotmail and Yahoo filter a lot. Sorry if you already know this stuff :)]
[Put a big "Sign Me Up Now!" submit button after the fields you want.]

If you prefer, we'll be happy to mail you a copy of **ILT Update**. Just fill in the information below, click the "Mail It To Me" button, and we'll get your first issue out right away.

[Insert snail mail form]

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a. On this page there will be a form for people to fill out to request a copy of the ILT newsletter. This will allow ILT to capture valid email addresses of people interested in keeping up-to-date with current news and information. The email address will automatically be entered into the database section of the website. An email notification There will be a newsletter template designed to send out as an e-newsletter or can be send in "hard" form for people that request it. The newsletter will be informational with a marketing twist. Current events at ILT, new equipment, steel prices, other industry news, why ILS is the best alternative to other providers in the market area, etc.

7. Employment Page

Iowa Laser Technology is always looking for highly skilled, highly qualified individuals. If you're looking for a challenging and rewarding career, we want to talk to you.

Please fill out the form below and let us know who you are and what skills you bring to the manufacturing industry.

Iowa Laser will accept applications at any time, even if no positions are currently available.
First Shift hours: 7:00 a.m. to 3:30 p.m. Monday through Friday.
Second Shift hours: 3:30 p.m. to 2:00 a.m. Monday through Thursday.
There is a 90-day introductory period.
Salary and Performance Reviews are conducted at 90 days, 6 months then yearly on anniversary date.
Full Time employees are eligible to participate in benefits 90 days after the first of the next month of start date. Benefits include:

Medical
Dental
Vision
Flex Plan
Child Care Assistance
Elder Care Assistance
Medical Expense
Short Term Disability
Long Term Disability
Cancer Plan
Bereavement Leave
Employee Assistance Program (EAP)
Family and Medical Leave Act (FMLA)
Holiday pay (6 yearly)

Jury Duty Leave
Life Insurance
Military Leave
Prescription Drug Card
Profit Sharing
Vacation leave
Sick leave
Supplemental Life Insurance
401(k) Plan (eligible after 6 months of employment)

Iowa Laser Technology, Inc. is an equal opportunity employer.
Joan Knock - Human Resources Generalist: 319-266-3561.

Thank you very much. We look forward to reviewing your information!

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a. This page will have an online application that will be electronically submitted to the human resources department.
b. Thank you for filling out the form page.**

24. Customer Satisfaction Survey page

[Headline]

Let Us Know How We're Doing

[Body]
Iowa Laser's emphasis on customer service and satisfaction is an important part of our business. Please fill out our Customer Satisfaction Survey below. You don't have to give us your name, so feel free to *fill out the form anonymously*. If you do want to give us your name, fill in the appropriate boxes below.

[Insert form here – format however you like]

What date did you contact us for service? Date: Month _____ / Day _____ / Year _____
What product did you have manufactured? _____
Who helped you with your order? _____

Please select "Outstanding" or "Needs Improvement" and comment: [toggle Outstanding, Needs Improvement, provide Comments box, and optional name and email boxes in form]

	Outstanding	Needs Improvement	Comment
Products:			
Services and Support:			
Delivery:			
Ordering and Billing:			
Employees:			

[Additional questions Joe may want. Give them a 1 – 5 or bad to great button kind of thing]
How do you rate our sales coverage in your region?
Was our quotation/proposal received on time?
Did presentation of proposal meet your requirements?
How competitive was our price?
How well was your order managed?
Were our Engineers courteous and helpful?
How do you rate our Engineers response time?
How do you rate communication with our Company throughout the project duration?

Was the equipment delivered on time?
Was packaging satisfactory?
How do you rate the workmanship of the equipment you received from us?
Did Documentation meet your requirements?
Was the appropriate paperwork received with your equipment?
How suitable was the design of our equipment for your application?
How do you rate the performance of the equipment?
Does the equipment realize the cost benefits anticipated?
Would you source products from **Iowa Laser Technology** in the future?

Name (optional):
Email address (optional):

Thank you very much for filling out our Customer Survey!
If you have any further comments or questions, please direct them to Joe Barber at 800-555-1234 or Email Joe [insert link] with concerns or compliments!

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a. On this page there will be a form with specific questions to let ILT know "How we are doing". This will be an electronic form that can be filled out anonymously, or if the user wants, they can include their name and company information. This is an extremely valuable tool for ILT that will key personnel know the current customer satisfaction level. An email blast with a survey link can go out, as often as ILT deems necessary, to all customers.
b. Thank you for filling out the form page.**