

PIPELINE

February, 2023
Issue 8

Customer Satisfaction Survey 2022 — thank you for participating!

Because we take our performance seriously, we asked you what was most important to you.

- Not surprisingly, product quality was the top concern.
- Product availability was a close second.
- Finally, response time, customer service, and price were of course also listed as important issues.

Since these areas are of critical importance to you, they will remain an ongoing focus for our teams.

Although we are thrilled with these survey results, we will push ourselves to continue to meet your needs every day. We thank everyone who took the time to participate by providing thoughtful and honest input!



Product quality you can always count on.

**"We are what we repeatedly do.
Excellence, then, is not an act, but a habit."**

If you want to claim high standards, you better be willing to put in the work. That's why we inspect all our material to the highest QA requirements in the industry. From surface condition and tolerance inspection to PMI and boroscope testing, we ensure the material on our shelves stands up to the highest levels of scrutiny. For our customers, that means more than consistency and reliability--it means peace of mind as well.



Employee Spotlight: Jeremy Iturbe



How long have you worked at Dover?
I started my career at D.T.A. on June 1, 2021.

What do you do at Dover?

Inside sales, but I always feel the most confident at what I do when I know all aspects of the business. I help where help is needed and I try to soak up as much information as possible from other positions. Outside of my daily sales role, I have helped with inventory adjustments, inventory allocation, shipping paperwork and recently started to dip my feet into the pre-receiving incoming inventory world. I am interested to see what's next!

What is your favorite part about working at Dover?

I'll refer to the old saying "you never work a day in your life, if you love what you do". My time at DTA has been second to none. My superiors and co-workers make every day enjoyable and no two days will ever be the same inside this building. It's nice to have hard work acknowledged and working here is like having a family away from home. Plus, sporadic "You have potential" outburst always keeps things real interesting.

To read the whole interview, see our LinkedIn post next week.



Did you know: Blind shipments comprise **65%** of Dover's business. Reach out to sales@dovertubularalloys.com for more information.

[Register for Dover Tubular's New Customer Service Portal HERE](#)

