### 2015 Member Satisfaction Survey Results

**41 Respondents, including:**

<table>
<thead>
<tr>
<th>Company</th>
<th>Names</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Standard</td>
<td>Drury, Debbie</td>
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<tr>
<td>American Standard</td>
<td>Lagan, C.J.</td>
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<tr>
<td>American Standard</td>
<td>Malatesta, Mark</td>
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<td>Bradley Corp.</td>
<td>Alderson, Kris</td>
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<td>Bradley Corp.</td>
<td>Bonlender, Andy</td>
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<td>Bradley Corp.</td>
<td>Guard, Misty</td>
</tr>
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<td>Bradley Corp.</td>
<td>Sipek, Mike</td>
</tr>
<tr>
<td>CMD Group</td>
<td>Marlow, Laura</td>
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<tr>
<td>CSA Group</td>
<td>Dickey, Ned</td>
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<tr>
<td>CSA Group</td>
<td>Lumpkin, Todd</td>
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<tr>
<td>CSA Group</td>
<td>Mata, Ramiro</td>
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<tr>
<td>Delta Faucet Co.</td>
<td>Pare, Pierre</td>
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<tr>
<td>Delta Faucet Co.</td>
<td>Patton, Paul</td>
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<tr>
<td>Fisher Manufacturing Co.</td>
<td>Cisneros, Lance</td>
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<td>Fisher Manufacturing Co.</td>
<td>Fisher, Ray</td>
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<td>Fisher Manufacturing Co.</td>
<td>Frunk, Don</td>
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<td>Fisher Manufacturing Co.</td>
<td>Ivie, Brian</td>
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<td>Fisher Manufacturing Co.</td>
<td>Poole, Delbert</td>
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<tr>
<td>Fluidmaster</td>
<td>McDonald, Scott</td>
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<tr>
<td>InSinkErator</td>
<td>Lefeber, Tom</td>
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<tr>
<td>Kohler Co.</td>
<td>Rawalpindiwala, Shabbir</td>
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<td>Kohler Co.</td>
<td>Zeman, Jeff</td>
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<td>KWC</td>
<td>Schneider, Dennis</td>
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<td>Lavelle Industries</td>
<td>Way, Chip</td>
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<td>Moen Inc.</td>
<td>Bertrand, John</td>
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<td>Sloan Valve Co.</td>
<td>Jahrling, Pete</td>
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<td>Sloan Valve Co.</td>
<td>Nicolae, Mariana</td>
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<td>Symmons Industries</td>
<td>Furioso, Rob</td>
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<td>Symmons Industries</td>
<td>Mellits, Kirk</td>
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<td>T&amp;S Brass and Bronze Works</td>
<td>Baldwin, Jeff</td>
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<tr>
<td>TOTO USA</td>
<td>Fernandez, Fernando</td>
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<tr>
<td>Viega, LLC.</td>
<td>Fasel, Mark</td>
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<tr>
<td>Vitra USA</td>
<td>Cokyasar-Potter, Ece</td>
</tr>
<tr>
<td>Anonymous (8)</td>
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</table>

**NOTE:** There were 41 respondents total; 8 skipped the question asking for their name, and 6 skipped the question asking about their company, leaving their response incomplete, this is noted since the answers they did respond to show in the responses below.
1) **How long have you (personally) been involved with PMI?** (41 responded, 0 skipped)

- 0-5 years (19)
- 6-10 years (12)
- 11-15 years (6)
- 16+ years (4)

2) **Which of PMI’s offerings do you value the most? Please rate the offerings below from 1 to 5, with 1 being the most valued and 5 the least valued.** (41 responded, 0 skipped)

1. **Advocacy/Government Affairs expertise:** Tracking developing legislative issues. Direct contact with policymakers.
   (29 people agreed or strongly agreed this was the most valuable offering)

2. **Technical expertise:** Understanding codes and standards, including changes and revisions. Participation at code hearings.
   (24 people agreed or strongly agreed this was the most valuable offering)

3. **Outreach/Communications expertise:** Being a voice for the Industry on important PMI issues. Internal communication of important issues. Industry news.
   (13 people agreed or strongly agreed this was the most valuable offering)

4. **Networking:** Business contacts.
   (9 people agreed or strongly agreed this was the most valuable offering)

   (7 people agreed or strongly agreed this was the most valuable offering)
3) What is PMI doing well? (41 responded, 0 skipped)

3-way tie for 1st:
1. PMI advocates to policymakers on the plumbing industry’s behalf
   a. (41 agreed or strongly agreed)
1. PMI keeps members apprised of important issues and trends in the plumbing industry
   (41 agreed or strongly agreed)
1. PMI provides venues for industry education and information exchange, such as the annual conference, and regular conference calls (41 agreed or strongly agreed)

Closely followed by:
2. PMI communicates the industry’s stance on plumbing industry issues to external audiences (40 agreed or strongly agreed)
3. PMI meets technical expertise expectations (39 agreed or strongly agreed)
4. PMI encourages member participation (38 agreed or strongly agreed)
5. PMI provides networking opportunities (37 agreed or strongly agreed)
6. PMI tracks and reports international issues and developments (29 agreed or strongly agreed)

Comments:
- Regarding technical expertise:
  o It is a work in progress for product sustainability issues (1)
- Regarding member participation:
  o I have noticed the same “few” people contributing and many on the sidelines just observing—this wouldn’t be acceptable within our own organization, so it shouldn’t be here either. What are the consequences of being a “non-contributing” member? How do we convert those on the sidelines to players? (1)
- Regarding international issues:
  o Unsure what PMI does on a regular basis to track and report on international issues and development. I realize they work with BMA [Bathroom Manufacturers Association, U.K.] and CIPH [Canadian Institute of Plumbing and Heating] but the information isn’t as clear as say the technical reporting. (4)
  o I, personally, have never heard a report on international issues. (1)
  o In the past, I have advocated that a section be dedicated pertaining to international codes and standards in Inside My PMI, perhaps this has been overlooked. Every now and then we hear about European news but nothing about Australia. (1)
- Regarding networking opportunities:
  o I’ve always looked at this as a personal face-to-face, and with only one conference a year I am not certain this is really effective. (1)
- General:
  o PMI is doing extremely well and it seems that every year we see a better approach regarding challenges posed by either NGO or legislative bodies. (1)
4) How important are these PMI priorities within your organization?
   (41 responded, 0 skipped)

Tie for 1st:
   1. Regulation and Legislation (40 agreed or strongly agreed)
   2. Codes and Standards (40 agreed or strongly agreed)

Tie for 2nd:
   2. Water Efficiency (39 agreed or strongly agreed)
   2. Health and Safety (39 agreed or strongly agreed)

Closely followed by:
   3. Sustainability (37 agreed or strongly agreed)

Comments:
   - Regarding PMI’s function:
     o PMI is not only the voice of the industry, it collects information and then
       disseminates with the members. This helps my organization in general, and me
       in particular with different issues. (1)
   - Regarding Sustainability:
     o I don’t think sustainability is within PMI’s scope. (1)
     o I don’t think my management understands the importance of sustainability. (1)
     o We are looking into sustainability but it has not been a company focus. (1)
   - Regarding Networking:
     o We joined for networking opportunities primarily. (1)
5) **Do these activities or resources motivate or enhance your involvement/participation in PMI?** (41 responded, 0 skipped)

In order of ranking:
1. PMI conference (40 agreed or strongly agreed)
2. PMI's public newsletter: *Ripple Effect* (39 agreed or strongly agreed)
3. PMI’s member’s only newsletter: *Inside My PMI* (37 agreed or strongly agreed)
4. Committee conference calls (36 agreed or strongly agreed)
5. PMI’s website [www.safeplumbing.org](http://www.safeplumbing.org) (35 agreed or strongly agreed)
6. PMI/Safe Plumbing social media on Twitter, Facebook and LinkedIn (23 agreed or strongly agreed)
7. PMI mobile app (19 agreed or strongly agreed)

Comments:
- Do not use, or unsure how the mobile app adds value. (9)
- Personally not active on one or more of the social media listed, so unsure how it adds value. (4)
- Personally does not attend the conferences, so unsure of their value. (1)
- Finds the technical updates very informative. (1)

6) **Rate the value you place on the following PMI member content found in *Inside My PMI*.** (40 responded, 1 skipped)

**Ranked 1st:**
1. Federal and multi-state Legislative Report (40 agreed or strongly agreed)

**5-way tie for 2nd:**
2. PMI Issues in the News (39 agreed or strongly agreed)
2. PMI Works for You/A Member Speaks (39 agreed or strongly agreed)
2. Tech Talk News (39 agreed or strongly agreed)
2. Industry News: General (39 agreed or strongly agreed)
2. Upcoming Events and News (39 agreed or strongly agreed)

**Closely followed by:**
3. California Legislative Report (38 agreed or strongly agreed)
4. C-Suite Briefs (37 agreed or strongly agreed)
5. National Association of Manufacturers Reports (36 agreed or strongly agreed)
6. Jasinowski Reports (34 agreed or strongly agreed)
7. National Association of Home Builders Reports (32 agreed or strongly agreed)

Comments:
- I’ve never read *Inside My PMI*. (1)
7) **Rate the value you place on the following offerings that PMI is considering for its members.** (41 responded, 0 skipped)

*In order of ranking, note the tie for 4th place:*

1. Health and safety research relating to flow rates, product materials, etc. (40 very to somewhat interested)
2. Market research (39 very to somewhat interested)
3. Technical research (38 very to somewhat interested)
4. Onsite technical training on codes and standards (37 very to somewhat interested)
4. International networking and monitoring of legislation, regulations and trends (37 very to somewhat interested)
5. A mid-year meeting on a specialized agenda of interest to members (36 very to somewhat interested)
6. Onsite advocacy “how-to” training on lobbying and visits to policymakers (35 very to somewhat interested)

**Comments:**

- The mid-year meeting was cancelled. International networking and monitoring legislation sees only Canada and sometimes the European Union (EU)... We want more info about Mexico, South America, and EU. (1)

8) **How do you rate the following statement?** (41 responded, 0 skipped)

“It’s easy to find information about PMI on the Safe Plumbing website ([www.safeplumbing.org](http://www.safeplumbing.org)).”

- 80.5% agreed or strongly agreed (33)
- 19.5% were neutral (8)
- No one disagreed or strongly disagreed

**Comments:**

- Have not navigated it much yet. (1)

9) **Have you logged onto the members-only portion of the PMI website?** (41 responded, 0 skipped)

- 93% said “Yes” (38)
- 7% said “No” (3)
- No one indicated they were unaware that the members-only section existed.

*There were no comments.*
10) If you responded “Yes” to the previous question and have accessed the members-only content of the website, were you able to find the information you were looking for? (39 responded, 2 skipped)

- 85% said the easily found what they were looking for (33)
- 15% said they found the information but that it was difficult to locate (6)
- No one said they were unable to find what they were looking for.

Comments:
- I can’t say that is “always” easy to navigate, but it’s far better than difficult. I’m getting the hang of it. (1)

11) Please indicate which of the two statements reflects the actual content or purpose of the PMI Strategic Map. (37 responded, 4 skipped)

CORRECT STATEMENT: The PMI Strategic Map lists three core values: technical expertise, advocacy, and outreach.

- 97% correctly identified the statement (36)
- 3% incorrectly identified the statement (1)

There were no comments.

12) Please indicate which of the two statements reflects the actual content or purpose of the PMI Members Scorecards. (36 responded, 5 skipped)

CORRECT STATEMENT: The Members Scorecards track the activities of PMI member organizations in advocacy and outreach activities and monitors members’ satisfaction.

- 69% correctly identified the statement (25)
- 31% incorrectly identified the statement (11)

There were no comments.

13) Please indicate which of the two statements below reflects the actual PMI Vision. (36 responded, 5 skipped)

CORRECT STATEMENT: PMI’s Vision is: “Safe, responsible plumbing. Always.”

- 89% correctly identified the statement (32)
- 11% incorrectly identified the statement (4)

There were no comments.
14) Please indicate which of the two statements reflects the actual content or purpose of the PMI Mission Statement. (36 responded, 5 skipped)

CORRECT STATEMENT: PMI’s Mission Statement emphasizes the importance of promoting the water efficiency, health, safety, quality and environmental sustainability of plumbing products.

- 100% correctly identified the statement (36)
- No one incorrectly identified the statement

There were no comments.

15) Please recommend anyone in your organization who could, or should, be involved with PMI. (9 responded, 32 skipped)

PMI has made note of the individuals recommended and will be reaching out to each person. Their names are not listed to protect their confidentiality.

16) What companies/organizations should we approach for membership or involvement with PMI? (8 responded, 33 skipped)

Comments (some people responded with more than one answer—thank you to everyone who supplied the names of prospective members/partners):

- AY McDonald
- Badger Meter
- Chicago Faucets
- Central Brass
- Component Hardware Group
- Elkay
- InfoGraphics/John Thigpin (produces technical documents)
- Krowne Metal Corporation
- Mansfield Plumbing
- Organizations who conduct: research, testing, education
- Pentair
- Underwriters Laboratories (UL)
- U.S. Green Building Council
- Watts
- Zurn
- No one
17) **Anything else PMI staff or the Board of Directors should know?**  
(3 responded, 38 skipped)

*Comments:*
- Truly encouraged and pleased by PMI staff’s efforts to rally our members together to address the important issues facing our industry today! (1)
- It would be good to have more visibility on the issues that are currently of importance to the Board. Maybe this exists but I am not aware of it? (1)
- Appreciate the work of PMI staff and the Board’s efforts in working with allied members. (1)

18) **What is your company name?** (34 responded, 7 skipped)

1) American Standard (3)  
2) Bradley Corp. (4)  
3) CMD Group (1)  
4) CSA Group (3)  
5) Delta Faucet Co. (2)  
6) Fisher Manufacturing Co. (5)  
7) Fluidmaster (1)  
8) InSinkErator (1)  
9) Kohler Co. (2)  
10) KWC (1)  
11) Lavelle Industries (1)  
12) Moen Inc. (1)  
13) Sloan Valve Co. (2)  
14) Speakman (1)  
15) Symmons Industries (2)  
16) T&S Brass and Bronze Works (1)  
17) TOTO USA (1)  
18) Viega, LLC. (1)  
19) VitrA USA (1)

19) **What is your title?** (32 responded, 9 skipped)

- Technical (21)  
- Non-Technical (9)  
- Executive (2)

20) **What is your name?** (33 responded, 8 skipped)  
*See page one for full list of respondents.*

###