



CUSTOMER SATISFACTION EVALUATION

How do we serve?

To serve you better, we would like to know your opinion of the quality of our products as well as our service. Your complete response will be highly valued since it will be the point to evaluate by means to increase our service to fulfill your satisfaction. Please share your few minutes to fill this questionnaire and return it to us within seven days upon this receipt of it. Regards....

Project : _____
 Owner : _____
 Contractor : _____
 Name : _____
 Position : _____

Product	Main Distribution	Motor Control Center	AC/DC Drives				
	Sub- Distribution	Motor Control Panel	Soft Starters				
	Branch Distribution	Motor Starter Panel	Transfer Switch				
	Power Factor Correction	SCADA/ Telemetry	Generator Panel				
	Power Management	Automation Process	Synchronizing Panel				
CRITERIA		RATINGS →					Your expectation (fill either 2,4,6,8 or 10)
		Poor	Need More	Average	Good	Excellent	
Product Quality		2	4	6	8	10	
a.	Conformance to technical specifications						
b.	Product behavior during processing						
c.	Fabric roll packing						
d.	Marking and labeling/identification						
e.	Quality of packing material used						
Technical Service							
a.	Sense of urgency in solving customer's complaints						
b.	Responsiveness in solving customer's complaints						
c.	Ability in solving customer's complaints						
d.	Flexible to customer's request on delivery						
e.	Supportive to customer's request						
f.	Corrective actions taken						
g.	Preventive actions taken						
h.	Continuous improvement						
i.	Capability to share technical information						

CRITERIA	RATINGS						Your expectation (fill either 2,4,6,8 or 10)
	Poor	Need Improvement	Average	Good	Excellent		
Commercial Service	2	4	6	8	10		
a. Competitive prices							
b. On time delivery							
c. Appropriateness of quality delivered							
d. On time sending shipment advise							
e. On time sending shipping documents							
f. On time sending other required documents							
g. Availability of material required							
h. Availability of quantity required							
i. Easy accessability to marketing team							
j. Response for rescheduling of delivereis							
k. Response for urgent requirements							
l. Adequacy of visit to customers							
m. Quality of communications/telephone/fax/-email etc							

What do you think that makes us different from your other suppliers?

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What are your suggestions to facilitate us in meeting your other expectations?

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Place:

Date.....

Signature.....