

CUSTOMER SATISFACTION SURVEY

Plustech Systems & Solutions Pvt. Ltd. PSSPL-HO/PR/F 029

REV NO.00 | EFF DATE: 01.07.2016

Customer Name : VIGNESH J / DAIMLER INDIA COMMERCIAL VEHICLES PVT LTD.

Location : CHENNAI.

Please rate us on the scale 5 to 1 (5-highest, 1- lowest)

5 – Highly satisfied	4 – Satisfied	3 – Partially satisfied
	2 – Dissatisfied	1 – Highly dissatisfied

Sr. No.	Area	Rating				
Proposal submission						
1	1.1 Do you get proposals on time ?	5	4	3	2	1
	1.2 Correctness in terms of drawings & technical w.r.t your RFQ ?	5	4	3	2	1
	1.3 Do you find our Prices Competitive/ within your budget ?	5	4	3	2	1
	Sub total -					
Product Quality/design						
2	1.1 How satisfied are you with the quality of products?	5	4	3	2	1
	1.2 Are we consistent in our Quality?	5	4	3	2	1
	1.3 How you will rate our product Quality & design capability against competitor?	5	4	3	2	1
Sub total -						
Project Execution						
2	1.1 How satisfied are you with our Execution quality?	5	4	3	2	1
	1.2 Are our site engineers are competent?	5	4	3	2	1
	1.3 How satisfied are you with our complaint resolution?	5	4	3	2	1
Sub total -						
Adherence to Delivery Schedule						
2	2.1 Do you get project delivery in time?	5	4	3	2	1
	2.2 Are you required to do follow up for timely delivery?	5	4	3	2	1
	2.3 If project is exceeding the timeline , was that informed to you in advance?	5	4	3	2	1
Sub total -						
Communication						
5	3.1 Do you get information on time ?	5	4	3	2	1
	3.2 Do you get easy access to the right Person?	5	4	3	2	1
	3.3 Do you get in time response to your queries?	5	4	3	2	1
	3.4 Is our communication clear?	5	4	3	2	1
Sub total -						
Top management involvement						
6	5.1 Do you find access to top management easily?	5	4	3	2	1
	5.1 How do you rate their involvement?	5	4	3	2	1
	5.3 Do you find support in solving problems?	5	4	3	2	1
	5.4 Do you think vision of top management is clear with respect to our business?	5	4	3	2	1
Sub total -						
Grand Total 0						

7 **General remark / suggestions if any - (use additional sheet if required)**

8 Would you like to recommend us to another user/s of similar products or services?
Please rate us on a scale of 1 to 10. (Score of 10 means highly recommend while 1 means will not recommend)

10	9	8	7	6	5	4	3	2	1	Please circle
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Average Rating : %

RATING CRITERIA

	90 % - 100 % - Excellent
	80 % - 90% - Satisfied
	Below 80% - Needs improvement

SIGNATURE :

DESIGNATION : Daimler India Commercial Vehicles Pvt. Ltd. MANUFACTURING ENGINEERING, BUS/IN-ME

DATE : 19.02.2020, Chennai **COMPANY SEAL :**

Received by (Name): VIGNESH J HR No: 384
Signature: Date: 19.02.2020