

CUSTOMER SATISFACTION SURVEY												
Plustech Systems & Solutions Pvt. Ltd.						PSSPL-HO/PR/F 029						
REV NO.00		EFF DATE: 01.07.2016										
Customer Name :		Hero Motocorp Limited.										
Location		Haridwar										
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)											
Product quality good & site team very supportive.												
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
Average Rating :												
RATING CRITERIA												
90 % - 100 % - Excellent												
80 % - 90% - Satisfied												
Below 80% - Needs improvement												
SIGNATURE : <i>[Signature]</i>												
DESIGNATION : Team Manager (Prod. Engg.)												
DATE : 08/12/20												
										COMPANY SEAL :		

(Hero Motocorp Ltd.)