

## CUSTOMER SATISFACTION SURVEY

Plustech Systems & Solutions Pvt. Ltd.

PSSPL-HO/PR/F 029

REV NO.00      EFF DATE: 01.07.2016

Customer Name : LAXMI METAL PRESSING WORKS PVT Ltd

Location : E-77, Aurangabad

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				
<b>Proposal submission</b>						
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
<b>Sub total -</b>		<b>12</b>				
<b>Product Quality/design</b>						
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
<b>Sub total -</b>		<b>15</b>				
<b>Project Execution</b>						
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
<b>Sub total -</b>		<b>14</b>				
<b>Adherence to Delivery Schedule</b>						
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
<b>Sub total -</b>		<b>11</b>				
<b>Communication</b>						
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
<b>Sub total -</b>		<b>19</b>				
<b>Top management involvement</b>						
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
<b>Sub total -</b>		<b>15</b>				
<b>Grand Total</b>		<b>86 0</b>				

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 :	
<b>RATING CRITERIA</b>	90 % - 100 % - Excellent 80 % - 90% - Satisfied ✓ Below 80% - Needs improvement
<b>SIGNATURE :</b>	<i>[Signature]</i>
<b>DESIGNATION :</b>	<b>DGM (Projects)</b>
<b>DATE :</b>	<b>12.2.20</b>

