

CUSTOMER SATISFACTION SURVEY											
Plustech Systems & Solutions Pvt. Ltd. Pune.							PSSPL-HO/PR/F 029				
REV NO.00		EFF DATE: 01.07.2016									
Customer Name :		Tata Motors, Pantnagar									
Location: Pantnagar											
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 -						12				
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 -						15				
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 -						14				
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 -						15				
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 -						20				
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 -						20				
Grand Total						96					
7	General remark / suggestions if any - (use additional sheet if required) Projected completed on time.										
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 : 18.06.21											
Sachin Bhardwaj											
NAME & DESIGNATION :											
Sachin Bhardwaj (Sr. Manager)											
DATE :		18-06-2021				COMPANY SEAL :					