

## CIPET QF 8852 - CUSTOMER FEEDBACK FORMAT

Name of the customer : .....

Please tick mark ✓ at appropriate box against each point.

Description	Rating							
	Performance				Importance			
	Excellent (10)	Very Good (9)	Good (7)	Average (5)	Excellent (10)	Very (9)	Good (7)	Average (5)
1. Quality of work								
2. Delivery Schedule / Adherence to Delivery Schedule.								
3. Accessible, Attitude of relevant Institute Officials & Communication (Enquiry, Quotation, Invoice, Receipt)								
4. Responsiveness and ability to resolve rejection and complaints.								
5. Handling customer property (Material, Mould, Component Drawing)								

Would you recommend others to avail CIPET service :      Yes            No     

Please give your suggestions if any, for taking necessary corrective action and improvement in our service in the space below or attach enclosures.

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Place: \_\_\_\_\_ Signature \_\_\_\_\_

Date: \_\_\_\_\_

**CUSTOMER SATISFACTION INDEX (For Official Use Only)**