

CIPET	Issue No :	3	Rev. No.:		CIPET/QF/8852
	Date:	03.12.2018	Date:		Page No : 1 of 1
Format for Customer Satisfaction Feedback form					

Document No. CIPET/QF/8852 – Format for Customer Satisfaction Feedback Form

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 Good (9)	Good (7)	Average (5)
1.Quantity of work								
2.Delivery Schedule / Adherence to Delivery Schedule								
3. Accessible, Attitude of relevant Institute of 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 services

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.

Place:

Signature

Date:

Customer Satisfaction Index (for office use only)