



FORMS & LIST

Issue No : 4

Issue No : 01.06.2021

Rev. No. 01

Dt.: 20.04.2023

CONTROLLED DOCUMENTS

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FORMAT FOR CUSTOMER SATISFACTION FEEDBACK FORM

Section. CIPET/QF/8852

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Customer Satisfaction Feedback form for Technical Service/ Consultancy

Name of the Customer.....

Please tick mark ✓ at the 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. Quality of Work								
2. Delivery Schedule/Adherence to Delivery Schedule								
3. Accessible, Attitude of relevant institution 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 other to avail CIPET Services : Yes No

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

Place:

Signature

Date:

Customer Satisfaction index (For official use only)