



## CUSTOMER FEEDBACK FORM

F MK 03 ( 00 / 01.04.16 )

Survey Period :

Date :

Customer's Name :

Level of Satisfaction : 10 - EXCELLENT, 8 - SATISFIED, 5 - NEEDS IMPROVEMENT

Please mention the level of satisfaction by [○] marking the points accordingly.

Sr.	Description	Excellent	Satisfied	Needs Improvement
1	Level of satisfaction of our product quality (Dimensional).			
2	Level of satisfaction of our product quality (Material).			
3	Level of satisfaction regarding Timely delivery.			
4	Level of satisfaction regarding mode of transportation.			
5	Level of satisfaction regarding product packing method.			
6	Level of satisfaction regarding accuracy of documents which is submitted to you			
7	Level of satisfaction regarding timely response of your inquiry.			
8	Level of satisfaction regarding timely response of your complaint.			
9	Level of satisfaction regarding overall response of communication.			
10	Level of satisfaction regarding our existing infrastructure.			
TOTAL				

Any other suggestion For betterment of mutual business relation / Remarks (if any) :

Rating :

Customer satisfaction Index (CSI) =  $[(\text{Observed value}) / (\text{Total Value})] \times 100 = \dots\dots\dots\%$ =  $[ (\dots\dots\dots) / (\dots\dots\dots) ] \times 100 = \dots\dots\dots\%$ 

Grade : \_\_\_\_\_

Grade : A - Excellent (Above 90%), B - Satisfactory (80% to 90%), C - Needs Improvement (Below 80%).

For Customer,

Name :

Signature :

Date :

For SHREE RAJ CASTECH PVT. LTD.

Reviewed By :

Sign. :

Date :