

NAME OF COMPANY	Customer satisfaction assessment
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Customer's Name :		Date :		
Address:				
Kind Attn :				
Sr. No	Key Parameters	Satisfaction Rating		
		Lowest	Moderate	Highest
1.	Respond to enquiry			
2.	Suggesting techno economical viable alternative			
3.	Cost of the product			
4.	Adherence to delivery schedule			
5.	Accommodating amendments regarding product quality quantity and delivery schedule including urgent requirement			
6.	Adherence to production quality and quantity requirements			
7.	Response and handling of customer complaint			
8.	Attitude of marketing personnel			
9.	Attitude of production / quality assurance personnel			
10.	Accuracy of Despatch documents including billing and test certificates			
Total Score				
Suggestions, if any				

Signature of Authorized Personnel with Company Seal

FOR OFFICE USE ONLY

Action taken	

Reviewed by