

RAIL WHEEL FACTORY

FORMAT FOR FEED BACK ON CUSTOMER SATISFACTION	FORMAT NO. : FC-023
	REVISION NO/IS : 00/06
	DATE : 05/05/2014
	PAGE : 1 OF 1

FEED BACK ON CUSTOMER SATISFACTION

	1	2	3	4	5
1. Quality of product :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Quality of painting and packing :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Scheduled delivery :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4. Customer education of handling and storage of product :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5. Response to customer query :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6. Provision of product Quality Certificate :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7. Attitude of RWF officials and staff while dealing with customer :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8. Response to complaints :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
9. Promptness in providing required information to customer :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10. Promptness in Warranty replacement :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
11. . Promptness in Complaint handling. :	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

SCALES INICATES:

- | | | |
|---------------------|-----------------|---------|
| 1. NOT SATISFACTORY | 2. SATISFACTORY | 3. GOOD |
| 4. VERY GOOD | 5. EXCELLENT | |

Suggestion, if any to improve customer service :

DATE :

PLACE :

CUSTOMER'S SIGNATURE