



ASPRA ENGINEERING INDIA PVT. LTD.

ASPRA/801/F01 Rev.0D1.01-06-2013

ISO/TS 16949:2009

CUSTOMER SATISFACTION SURVEY FORM

Date: 12-08-2014

Customer Name: M&M

Plant / Location: Chakan

Customer's Representative: Mr. Chandrakant Patil

Designation: Assistant Manager

Department: SCM

Dear sir, following questionnaire is being sent to you for measurement of your satisfaction level. Please tick suitable option against each parameter as compared with our competitors. Use following criteria for evaluation:

4) Very Good 5) Excellent 1) Not Satisfactory 2) Needs Improvement 3) Good
Also give your valuable suggestions so that we can implement the same for improving our Quality System & Performance in future.

Table with columns: S.No., Parameter, Our Status (1-5), As compared with the competitor, Remarks. Rows include Product Quality, Delivery performance, Frequency of complaints, Response TIME to your complaints, Repetition of problems, and Total.

Signature of Customer Representative: [Handwritten Signature]

Customer Organization Seal:

- For ASPRA use:
1. Total marks achieved:
2. Customer satisfaction measurement index:
3. Suggestions can be implemented/ can not be implemented:

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