

DEVDAIT INDUSTRIES

TITLE : CUSTOMER SATISFACTION SURVEY FORM

DOC. NO. : QF/20

CL. NO. : 8.2.1

PG. NO. : 01 of 01

PERIOD :

CUSTOMER NAME: _____

SURVEY DATE: _____

NAME OF REPRESENTATIVE AND DESIGNATION:

REPRESENTATIVE SIGNATURE & COMPANY SEAL:

TICK MARK THE APPROPRIATE OPTION: ()

Sr. No	ELEMENTS	A	B	C	D	E
1	Are you satisfied with our product?	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Highly Dissatisfied
2	Do you receive delivery in time?	Every time	Most times	Some times	Seldom	Never
3	Are you satisfied with packaging of products supplied to you?	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Highly Dissatisfied
4	How often do you find errors in the billing?	Never	Seldom	Some times	Most times	Every time
5	Are you satisfied with reply to your enquiries?	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Highly Dissatisfied
6	Do we fulfill your document & records requirement?	Every time	Most times	Some times	Seldom	Never
7	Are you satisfied with our efforts on new product development for your company?	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Highly Dissatisfied
8	Do you find our management solves your complaints / problems?	Every time	Most times	Some times	Seldom	Never
9	How satisfied are you with the support given by us in improving quality and process at our end?	Highly satisfied	Satisfied	Partially satisfied	Dissatisfied	Highly Dissatisfied

Please state your future expectations from us:-

REV NO: 00

REL DATE: 01/04/2010

DEVDAIT INDUSTRIES		
TITLE : CUSTOMER SATISFACTION INDEX		
DOC. NO. : QF/21	CL. NO. : 5.2	PG. NO. : 01 of 01

CUSTOMER NAME: _____

SURVEY DATE: _____

PERIOD : _____

1. TOTAL POINTS :
2. TOTAL POINTS SCORED :
3. CUSTOMER SATISFACTION INDEX :

$$= \frac{\text{TOTAL POINTS SCORED}}{\text{TOTAL POINTS}} \times 100$$

4. C.S.I. :- _____

5. CHART FOR MARKING :

A	B	C	D	E

GUIDELINE FOR ACTION :

MORE THAN 80% = Excellent, Work closely with customer to get his expectations

BETWEEN 70 TO 79% = Good, identify areas of improvements.

LESS THAN 70% = Identify areas of dissatisfaction and initiate the plan to implement them.

REVIEWED BY PARTNER:

Points:

A=5

B=4

C=3

D=2

E=1