

Name of the Reference	Gaurav Chugh	Contact Number	9717572525
Company/Firm Name	Teleflex India	Date of the call	14 th September,2023
Particulars		Details	
1. Is the the firm/ company able to offer the full range of the products?		Disposable items, surgical equipment,	
2. Do the representatives of the firm/company have in <u>depth knowledge</u> about the products they are selling?		Yes	
3. Has there been any delay in delivery?		No	
4. How Often is there communication between you and the Vendor (weekly, bi-weekly, monthly or only on order basis)		Weekly	
5. Are you satisfied with the after sales service being offered by the firm/company? How would you rate <u>their</u> after sales service (On a scale of 1-10)		9	
6. Was the firm/company able to resolve your complaints, if any?		Yes	
7. Does the firm/company update you regularly with new products and if any upgrades required?		Yes	
8. Are the representatives of the firm/company professional? How would you rate them on a scale of 1-10		9.5, Very Professional	
9. How would you rate the firm/company's performance in comparison with other vendors you have worked with? (On a scale of 1-10)		They are properly qualified, 9	
10. Do you think there is a requirement of improvement in any area from firm/company's side?		Little bit improvement is required	
11. How did you come to about know the firm/company? What medical equipment / product / service they have provided you?		Colleagues from different hospitals	
12. Remarks/Comments if any		Totally satisfied with the vendor	