# Customer : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reference Person : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Pipe Size and Grade : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Space for General Comments:

# Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Signature : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Signature : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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## RATING EVALUATION

1. **Poor** : It does not meet requirements; It does not meet Customer’s expectation

1. **Moderate** : I does meet the requirements, it does not meet Customer’s expectation
2. **Good** : It does meet the requirement, it does meet customer’s expectation
3. **Very Good** : It does meet the requirement, it exceed the customer’s expectation

5. **Excellent** : It exceeds the customer’s expectation with respect to competitors

**PRODUCT QUALITY**

N/A 1 2 3 4 5

1. The product quality conform to the requirements

N/A 1 2 3 4 5

2. How do you judge the quality in term of dimension?

N/A 1 2 3 4 5

1. How do you judge the quality in term of chemical properties?

N/A 1 2 3 4 5

4. How do you judge the quality in term of physical properties?

**TECHNICAL SERVICE, COMPLAINTS**

N/A 1 2 3 4 5

1. Prompt attention to the complaint, follow-up, information

On its state, and effective solution

N/A 1 2 3 4 5

2. Technical assistance on product use and employment

3. Availability to making specific changes to meet the N/A 1 2 3 4 5

Customer’s requirements

**SALES SERVICES** N/A 1 2 3 4 5

1. Good product knowledge of the sales department

N/A 1 2 3 4 5

2. Understanding of the customer’s needs and requirement

N/A 1 2 3 4 5

3. Explanation of sales term and condition

N/A 1 2 3 4 5

4. Sales attitude and behavior

N/A 1 2 3 4 5

5. Ease of communication with the sales department to discuss

commercial, administrative , technical and complaint

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**DELIVERY TERMS**

N/A 1 2 3 4 5

1. Delivery term suitable to Customer’s need

N/A 1 2 3 4 5

1. Correct amount of product delivered

N/A 1 2 3 4 5

1. Product Identification, handling and care
2. Product Certificate, understanding, objective and N/A 1 2 3 4 5

Correctness of result

**PERSONNEL AND EQUIPMENT**

N/A 1 2 3 4 5

1. Professionalism of personnel involve in production

N/A 1 2 3 4 5

1. Professionalism of personnel involved in inspection

and testing

N/A 1 2 3 4 5

1. How do you judge equipment used for production
2. How do you judge equipment used in inspection N/A 1 2 3 4 5

And testing

**GLOBAL EVALUATION**

N/A 1 2 3 4 5

1. Based on your experience and knowledge to our product

And services, what is your overall level of satisfaction.

N/A 1 2 3 4 5

1. Based on your experience and knowledge, what is your

Perception of our product and services compared with

Those of competitors.

1. **Poor** : It does not meet requirements; It does not meet Customer’s expectation
2. **Moderate** : I does meet the requirements, it does not meet Customer’s expectation
3. **Good** : It does meet the requirement, it does meet customer’s expectation
4. **Very Good** : It does meet the requirement, it exceed the customer’s expectation
5. **Excellent** : It exceeds the customer’s expectation with respect to competitors

**ADDITIONAL COMMENTS:**