

# CUSTOMER SATISFACTION SURVEY

1st Half of 2023 (January - June) Performance

Respondents	<b>FAST Unimerchants Inc.</b>	
	<b>FUI MNC</b>	<b>POD</b>
197	360	
Our salesperson is courteous & well-groomed.	VS	E
He visits your outlet regularly as scheduled.	VS	E
He conducts stock inventory and store checking during a store visit.	VS	E
Our delivery personnel are well-mannered, polite and honest.	E	E
Ordered stocks are delivered on the expected date and in good condition.	E	E
We are responsive to your calls, queries and/or concerns and provide resolutions on time.	VS	E

1- Poor (P) 2 - Needs Improvement (NI) 3 - Satisfactory (S) 4 - Very Satisfactory (VS) 5 - Excellent( E)

Overall Rating	1-1.99 P	2-2.99 NI	3-3.99 S	4-4.99 VS	VS	E
Based on QMS Target (Very Satisfactory)				HIT	HIT	
Net Promoter Score	0-6	7-8	9-10			
Based on QMS Target (9-10) Promoter				MISS	HIT	

<b>FEEDBACKS</b>			
Positive Feedback		<b>FUI MNC</b>	
		<b>Cebu &amp; Bohol</b>	<b>POD</b>
1	The salesman is good, well mannered, honest	-	4
2	The salesman visits store regularly.	7	-
3	Satisfied customer.	16	-

Areas for Improvement		<b>FUI MNC</b>	
		<b>Cebu &amp; Bohol</b>	<b>POD</b>
1	The salesman missed to deliver on time.	3	1
2	Request to replace nearly expired products.	1	2
3	Dissatisfied customer.	-	1

Reviewed by:

**Ferdinand T. Ozon**  
AVP for Operations (FUI)

**Alberto Inocencio P. de Veyra, Jr.**  
Chief Executive Officer