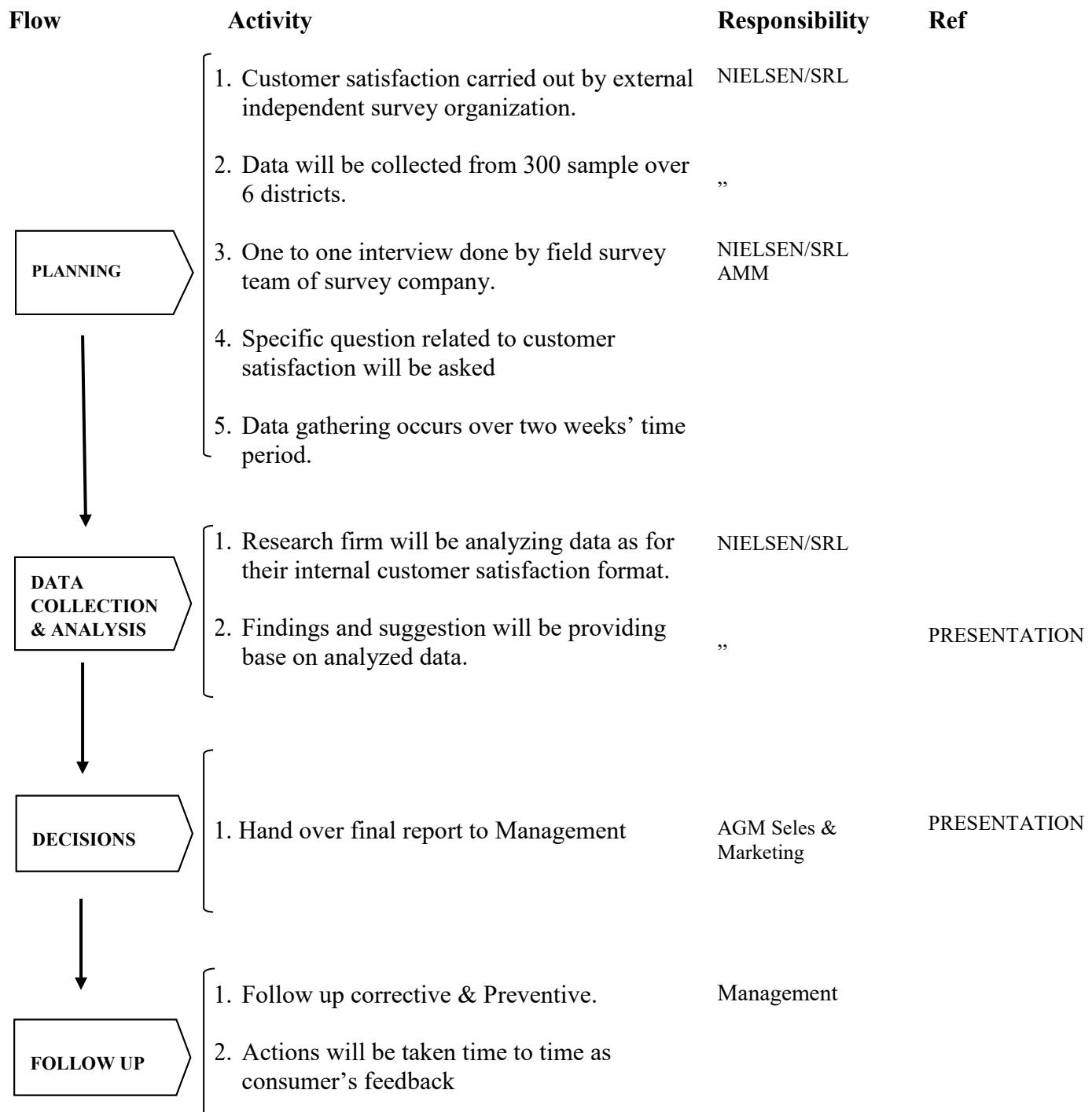


Title : Quality Procedure for Customer Satisfaction.

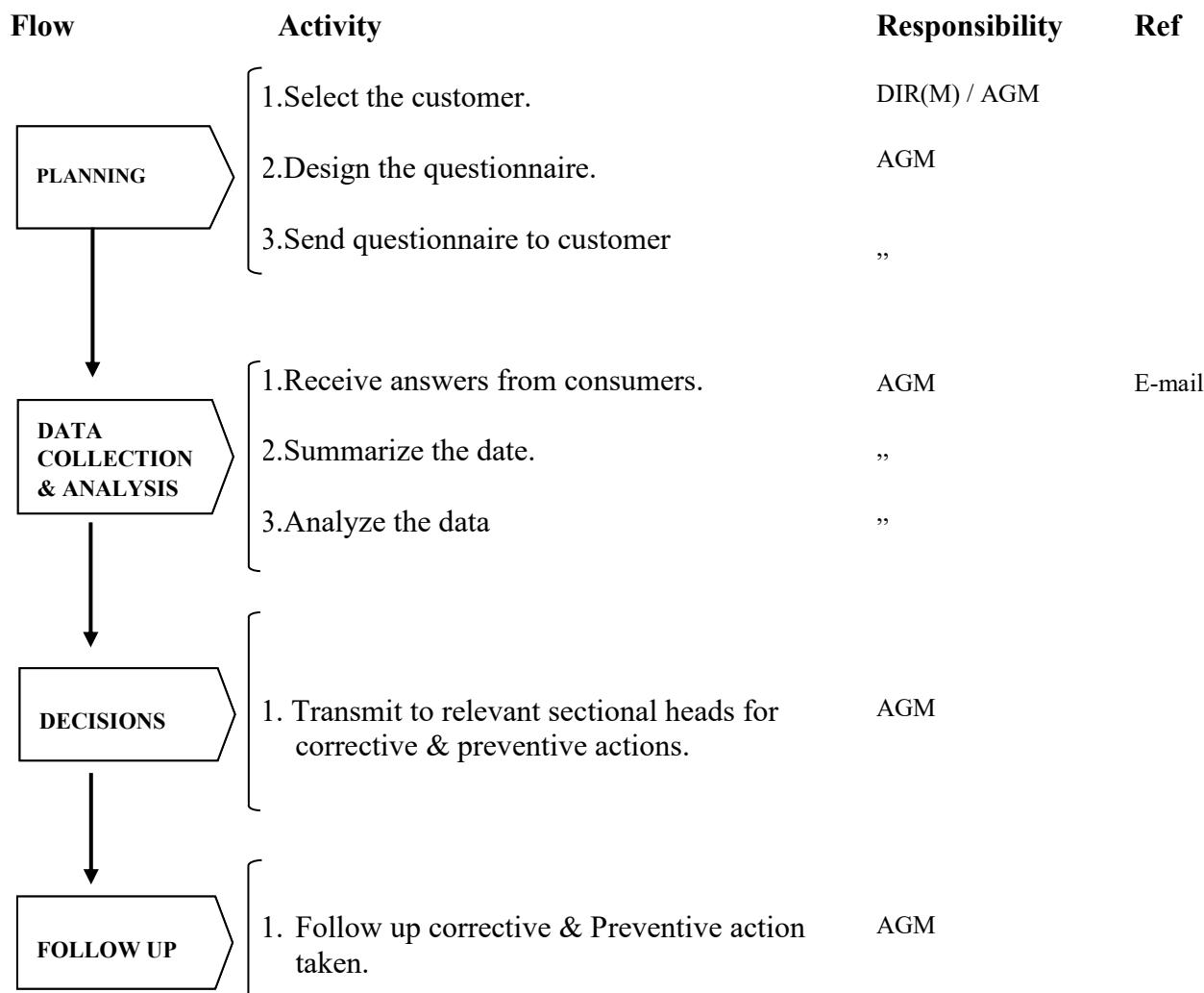
10.0 PROCEDURE FOR CUSTOMER SATISFACTION.**10.1 PROCEDURE FOR CUSTOMER SURVEY FOR LOCAL MARKET. (Tyres & Tube)**

If MR signature is absent this will not be a controlled document.

Signature of Management Representative

Date

Title : Quality Procedure for Customer Satisfaction.

10.2 PROCEDURE FOR CUSTOMER SURVEY FOR EXPORT MARKET.

If MR signature is absent this will not be a controlled document.

Signature of Management Representative

Date