



Towngas

RPI Customer Survey Management System (CSMS)

User Manual

Prepared by Simon Ng

simon.ng@towngas.com

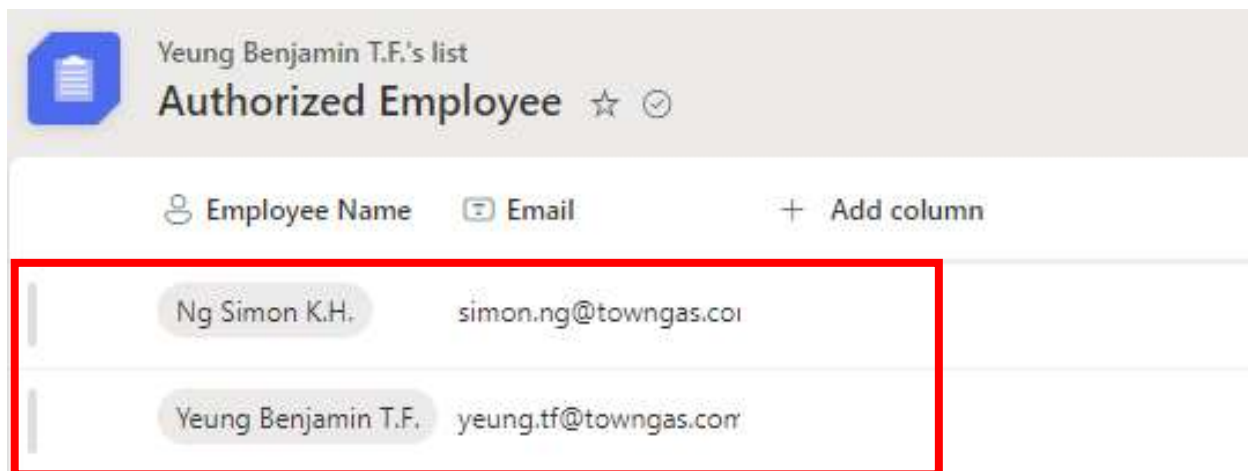
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1. Prerequisite

1.1 Permission (For RPI Department Colleagues)

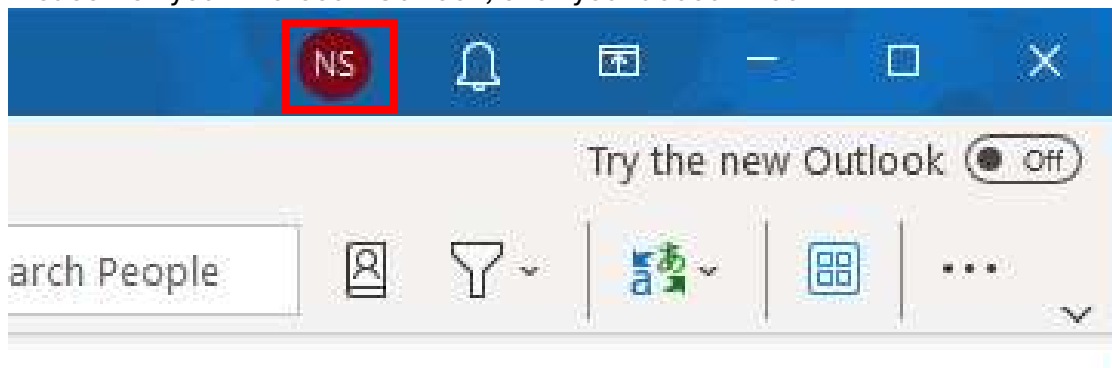
If you are non RPI colleague, you can start from step [1.1 Permission \(For non-RPI Colleagues\)](#). If you are RPI colleague, begin with “[Authorized Employee](#)” (Ctrl + click to follow the link) portal to verify if your information is included in the authorized employee directory. If you are listed, a single record containing your details will be displayed.



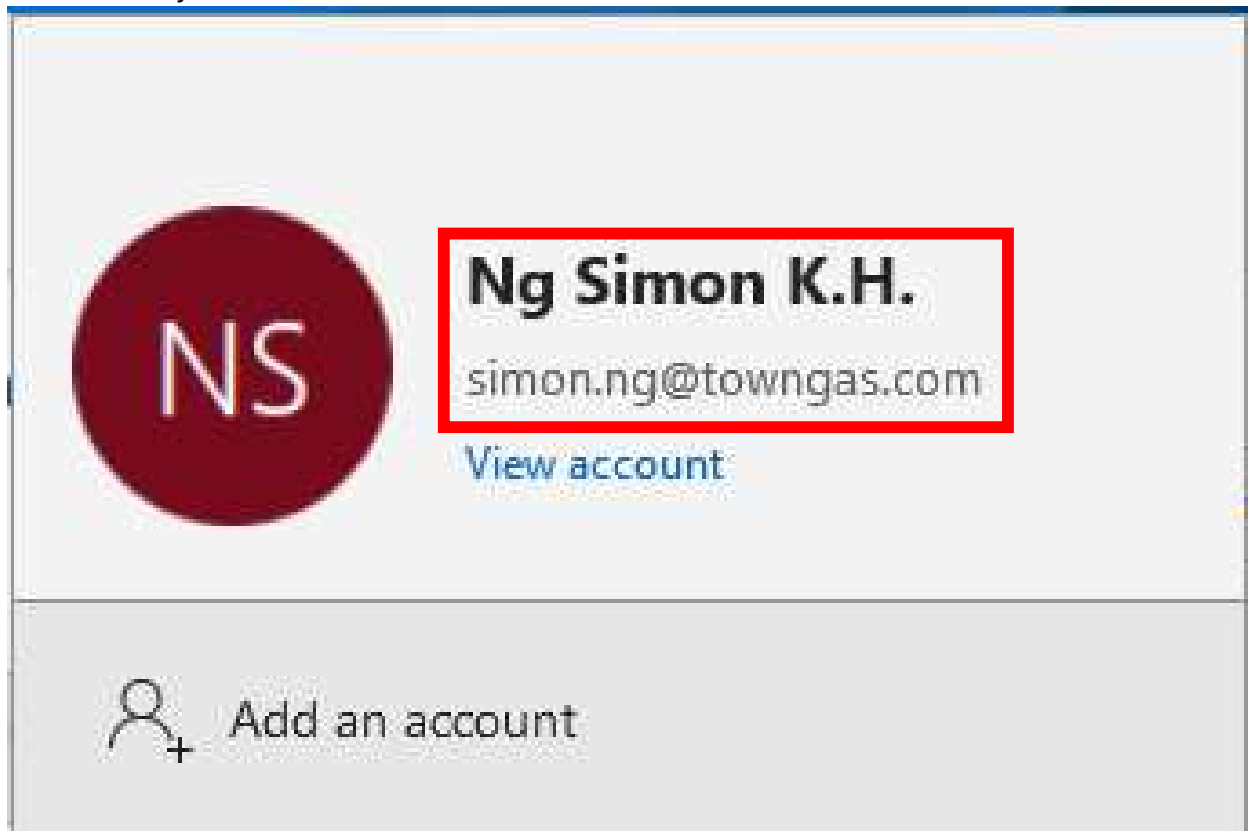
Employee Name	Email
Ng Simon K.H.	simon.ng@towngas.com
Yeung Benjamin T.F.	yeung.tf@towngas.com

If your record is not found in the Authorized Employee Directory, please follow the steps below to obtain authorization:

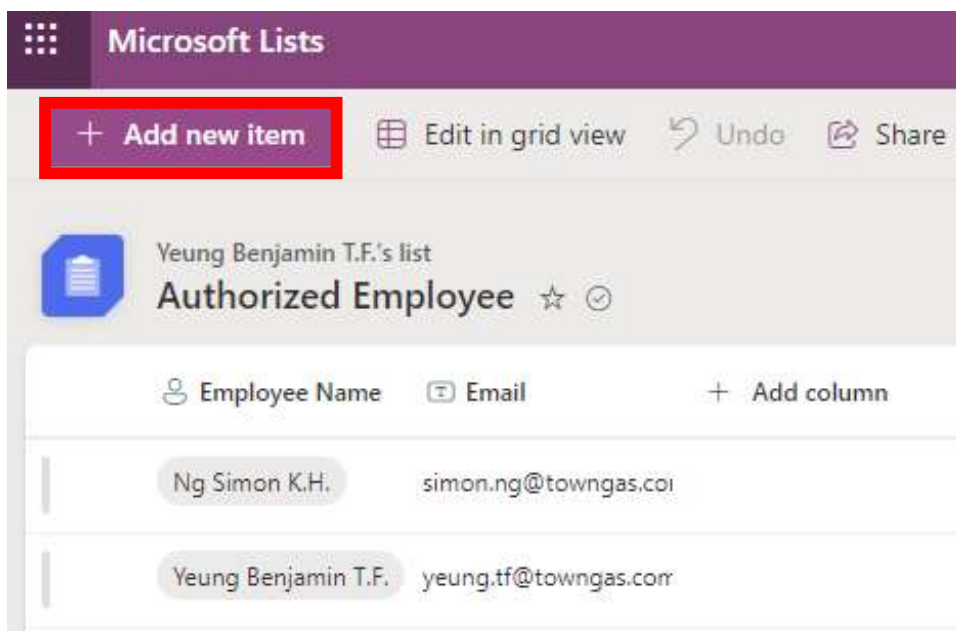
- A. Please visit your Microsoft Outlook, click your account icon.



B. Jot down your name and email address



C. Back to “[Authorized Employee](#)” (Ctrl + click to follow the link) and click the “Add New Item” button located in the top-left corner.



D. Enter your name, email, and click Save. E.g. Ng Simon K.H and simon.ng@towngas.com according to the name and email you jotted in step B.

The screenshot shows a web form with the following elements:

- Title:** A text input field with a placeholder "Enter value here".
- Employee Name:** A text input field with a placeholder "Enter a name or email address".
- Email:** A text input field with a placeholder "Enter value here".
- Attachments:** A section with a label "Attachments" and a button "Add attachments".
- Buttons:** Two buttons at the bottom: "Save" (highlighted with a red border) and "Cancel".

1.1 Permission (For non-PRI Colleagues)

Please email to simon.ng@towngas.com with the template below to request permission.

“

Dear Simon,

Please grant me access to the RPI Customer Survey Management System. My name and email are [e.g. Chan Tai Man Jason] and [e.g. jason.chan@towngas.com].

Best regards,

[Jason Chan]

“

1.2 Prepare Client Information File

You need to prepare an .xlsx file in excel which stored the Client PIC, Company Name, Construction Site Location, Email and Survey Log Number in advance. Please check “[Client's Info Testset.xlsx](#)” (Ctrl + click to follow the link) for references.

Ensure that the file name follows the format Client_Info_[Date].xlsx, for example, Client_Info_20250721.xlsx. To avoid reusing file names, append a version number, such as v1 or v2, if necessary, e.g., Client_Info_20250721_v1.xlsx.

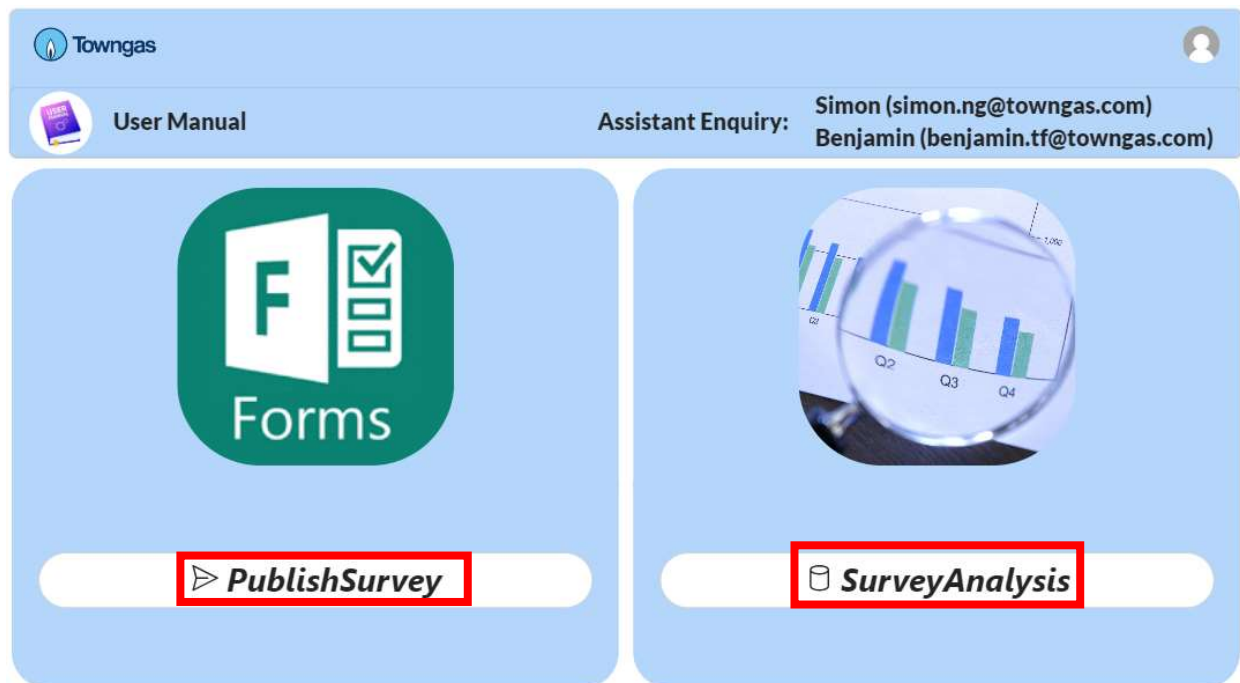
	A	B	C	D	E	F
1	Client PIC	Company Name	Construction Site Locati	Email	Survey Log Number	
2	Mr. Simon Ng	Towngas	Central	simon.ng@towngas.com	RPI/KH/M200/24	
3						

1.3 PowerApps

Please visit [RPI Customer Survey](#) (Ctrl + click to follow this link) to use the RPI Customer Survey Management System.

2. Home Page

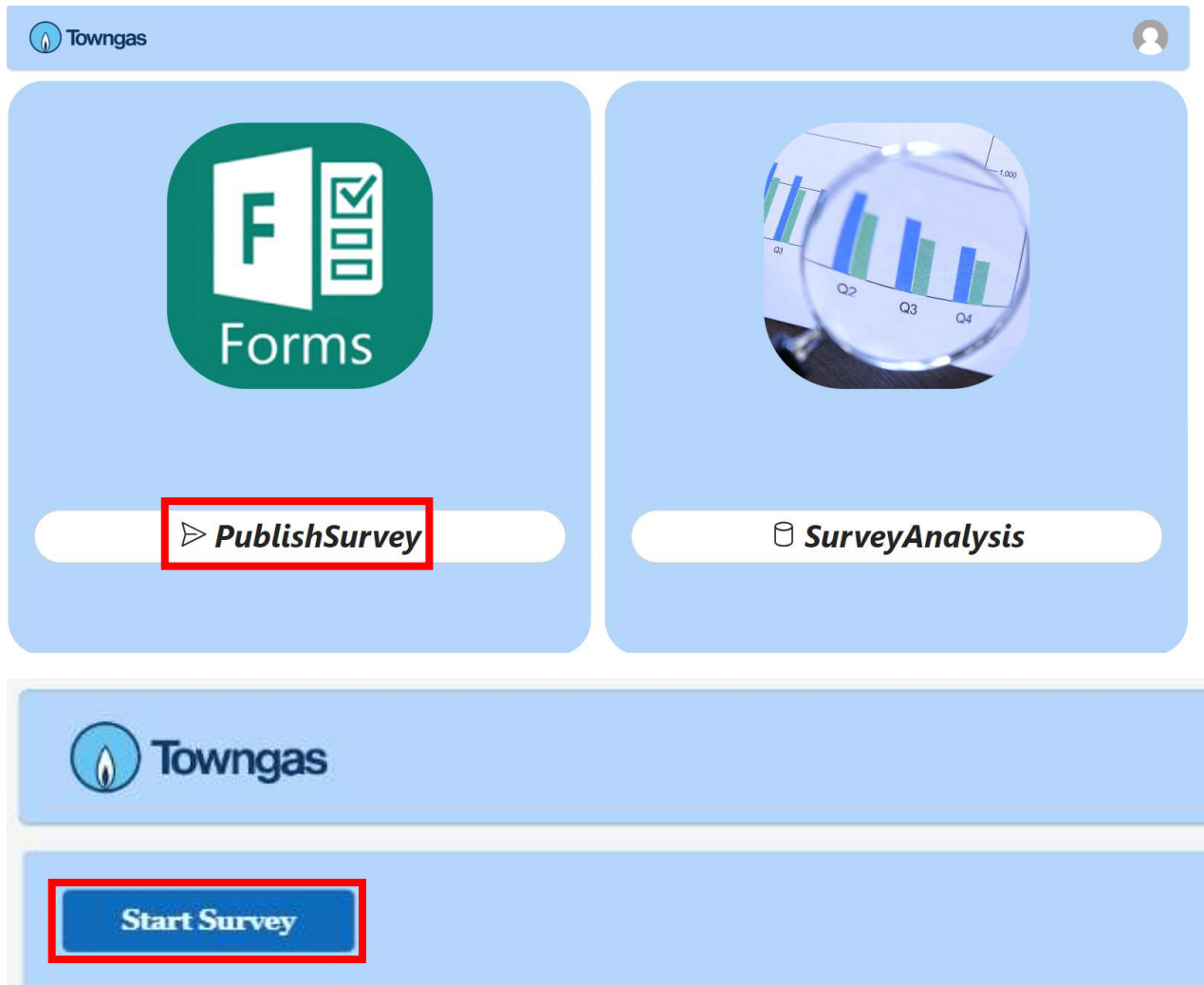
The home page contains two main functions – Publish Survey and Survey Analysis.



2.1 PublishSurvey

2.1.1 Start Survey

After clicking “PublishSurvey” on the home page, you will be redirected to “PublishScreen”. Then, please click “Start Survey”.



2.1.2 Fillin Form

Next, you should enter your name, date, role, contact number and upload the .xlsx file you prepared in step 1.2 by clicking “Attach file”. After you filled all fields, click “Create” at bottom right corner. Please check your outlook “Sent Items” after 5 minutes for verification.

Start Survey

Date: Thu, Aug 7, 2025

Name: Simon Ng

Role: Co-op

Email: simon.ng@towngas.com

Contact Number:

Attachments: There is nothing attached. [Attach file](#)

[Cancel](#) [Create](#)

⚠ The attachment file should have same format with the [Sample](#).

	A	B	C	D	E
1	Client PIC	Company Name	Construction Site Locati	Email	Survey Log Number
2	Mr. Simon Ng	Towngas	Central	simon.ng@towngas.com	RPI/KH/M200/24

2.1.3 Confirmation

If you received email titled “XXX Failure/Unsuccessful”, please proceed to step [2.1.4](#) for error handling guidelines. If customer survey is successfully delivered, you will receive an email look like the sample below and all field highlighted are same as those you inputted in your .xlsx file uploaded in step 2.1.2.

The email template is:

Subject: Towngas Customer Survey Form – ‘Construction Site Location’

Dear ‘Client PIC’ //Same as records in .xlsx file uploaded in step 2.1.2

In light of the project deliverables for the captioned project, I would like to invite you to participate in a customer survey. Your insights and feedback are incredibly valuable to us.

Please complete the Microsoft form below at your earliest convenience.

<https://forms.office.com/r/XDQaYYjVUj?origin=lprLink>

Thank you very much for your time and assistance.

Best regards,

‘Name’

Tel: ‘Contact Number’ //Your Name and Contact Number inputted in step 2.1.2.

Towngas Customer Survey Form - Central



Ng Simon K.H.
To: Ng Simon K.H.



Thu 24/07/2025 3

Dear Mr. Simon Ng

In light of the project deliverables for the captioned project, I would like to invite you to participate in a customer survey. Your insights and feedback are incredibly valuable to us.

Please complete the Microsoft form below at your earliest convenience.

<https://forms.office.com/r/i3rPkYrAUy>

Thank you very much for your time and assistance.

Best regards,

Benjamin Yeung
Tel: +852 27655208

2.1.4 Error Handling

Case 1 (Duplicated File Name):

If name of your file attachment is duplicated, you will receive a notification email and please follow the instructions of the email to solve the problem.

File Creation Failure



Ng Simon K.H.
To Ng Simon K.H.

Reply Reply All Forward

Thu 24/07/2025

Dear Simon Ng,

Please don't use duplicate file names. Please rename your .xlsx file, then re-submit the form according to the instructions in user manual steps 1.2 and 2.1.

Best regards,

Simon Ng

Case 2 (Unsupported File Format):

If your .xlsx file contains table or any types of formatting already, you will receive a notification email and please follow the instructions of the email to solve the problem.

Unsupported File Format Failure



Ng Simon K.H.
To Ng Simon K.H.

Reply Reply All Forward ...

Thu 24/07/2025 3:41 PM

Dear Simon Ng,

Your uploaded .xlsx file may contains table or other formatting, please modify them according to the sample "Client's Info Testset.xlsx" in the user manual in step 1.2.

Best regards,

Simon Ng

Case 3 (Wrong Client Email Address)

If your .xlsx file contains wrong client email address e.g. simon.ng#towngas.com, you will receive a notification email with the specification of the wrong email address and please correct the client email address.

Unsuccessful Delivery of Customer Survey



Ng Simon K.H.
To Ng Simon K.H.



Thu 24/07/2025 3:50 P

Dear Simon Ng,

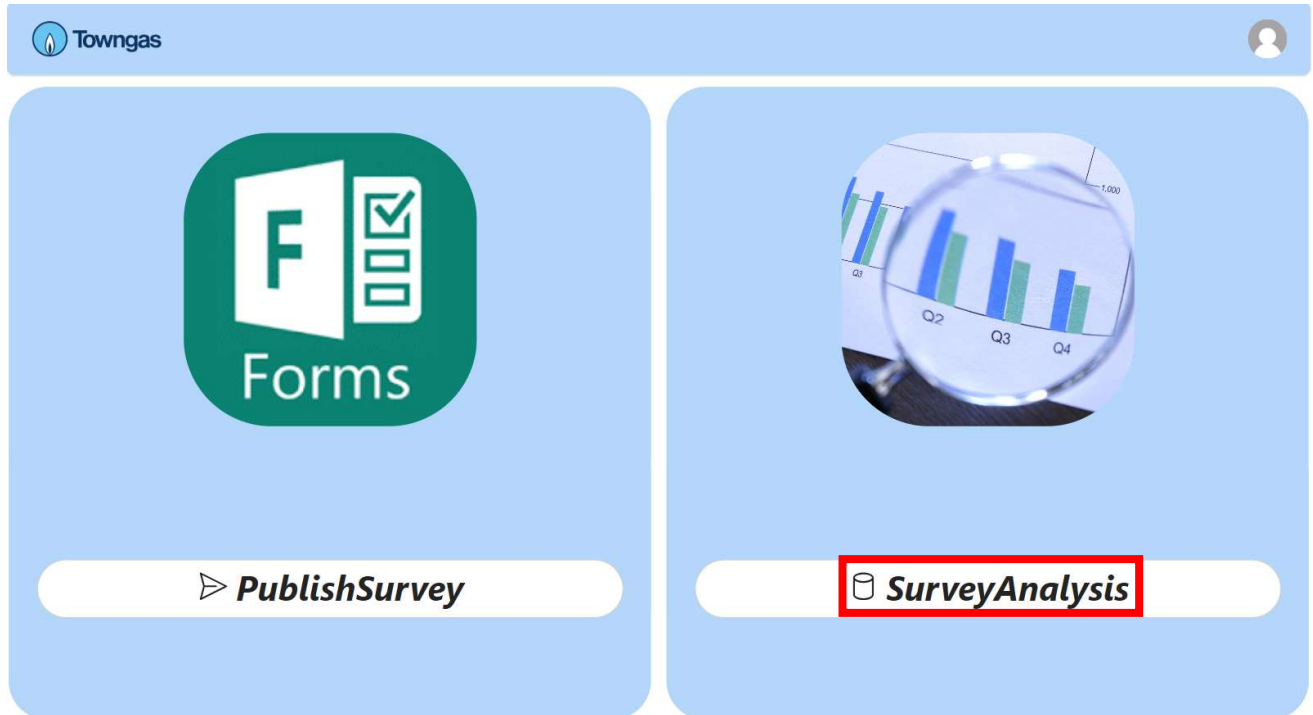
Your customer surveys sent to simon.ng\$towngas.com is delivered unsuccessfully. Please double-check check the email address of the client is correctly stored in the .xlsx attachment file you uploaded.

Best regards,

Simon Ng

2.2 SurveyAnalysis

After clicking “SurveyAnalysis” on the home page, you will be redirected to “AnalysisScreen”.

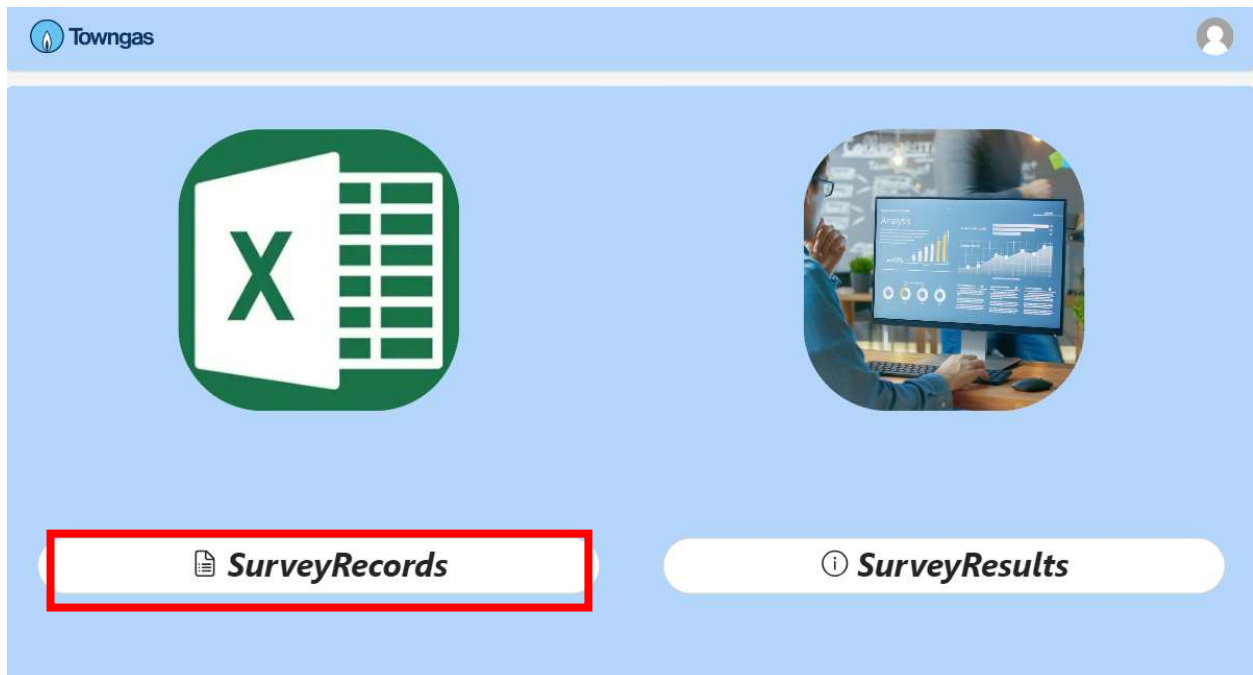


2.2.1 SurveyRecords

After clicking “SurveyRecords”, you will be directed to “RecordsScreen” which stores survey records.

You can click the “View in Excel” at the bottom-right corner of “RecordsScreen” to access the raw excel file stores the survey records.

You can click the “Refresh” at the bottom-right corner of “RecordsScreen” to access the raw excel file stores the survey records.



You can click the “View Summary” to view the summary statistics of the survey. Again, you can also click “View in Exce” to view it in Excel.

A: Workmanship B: Site Progress C: Safety D: Workplace Protection
E: Communication & Cooperation F: Resources G: Overall

Your Company Name ▾	Project Site Location ▾	A ▾	B ▾	C ▾	D ▾	E ▾	F ▾	G ▾
		8	8	8	8	9	8	8
		10	10	9	10	10	9	10
		9	9	8	9	9	8	9
		10	10	10	10	10	9	9
		10	10	10	10	10	10	10
		10	9	10	9	9	9	9

Rows: 6

Refresh
 View Summary
 View in Excel

In the “Summary” Screen, you can press the “Visualize” to view the bar chart of survey statistics and response rate summary.

Part I ▾	2014 ▾	2015 ▾	2016 ▾	2017 ▾	2018 ▾	2019 ▾	2020 ▾	2021 ▾	2022 ▾	2023 ▾	2024 ▾	2025 ▾
Workmanship	8.16	8.15	8	8.27	8.55	8.73	8.42	8.45	8.76	9.05	9.05	9.5
Site Progress	8	7.9	8.03	8.19	8.55	8.7	8.33	8.55	8.76	9.11	8.95	9.33
Safety	8.32	8.15	8.25	8.38	8.45	8.7	8.58	8.65	9	8.95	9.1	9.17
Workspace Protection	8.08	8.1	8.06	8.23	8.34	8.56	8	8.3	8.58	8.74	8.9	9.33
Communication & Cooperation	7.8	8	8.28	8.58	8.83	8.82	8.46	8.6	8.72	9.16	9.05	9.5
Resources	7.88	7.65	8.13	8.36	8.34	8.78	8.54	8.7	8.68	8.95	8.71	8.83

Rows: 7

Part II ▾	2024 ▾	2025 ▾
Responses	21	6
Total Survey Sent Out	40	6
Response Rate	52.5%	100%

Visualize
 Refresh
 View in Excel

You can press “Overall Statistification” to view the line chart of Customers’ Overall Statistification Index from 2014 to 2025.



In the Summary screen, you can also press the “View in Excel” to view the survey statistics in excel with visualization provided.

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Part I ▾	2014 ▾	2015 ▾	2016 ▾	2017 ▾	2018 ▾	2019 ▾	2020 ▾	2021 ▾	2022 ▾	2023 ▾	2024 ▾	2025 ▾
Workmanship	8.16	8.15	8	8.27	8.55	8.73	8.42	8.45	8.76	9.05	9.05	9.5
Site Progress	8	7.9	8.03	8.19	8.55	8.7	8.33	8.55	8.76	9.11	8.95	9.33
Safety	8.32	8.15	8.25	8.38	8.45	8.7	8.58	8.65	9	8.95	9.1	9.17
Workspace Protection	8.08	8.1	8.06	8.23	8.34	8.56	8	8.3	8.58	8.74	8.9	9.33
Communication & Cooperation	7.8	8	8.28	8.58	8.83	8.82	8.46	8.6	8.72	9.16	9.05	9.5
Resources	7.88	7.65	8.13	8.36	8.34	8.78	8.54	8.7	8.68	8.95	8.71	8.83

Rows: 7

Visualize

Part II ▾	2024 ▾	2025 ▾
Responses	21	6
Total Survey Sent Out	40	6
Response Rate	52.5%	100%

Visualize

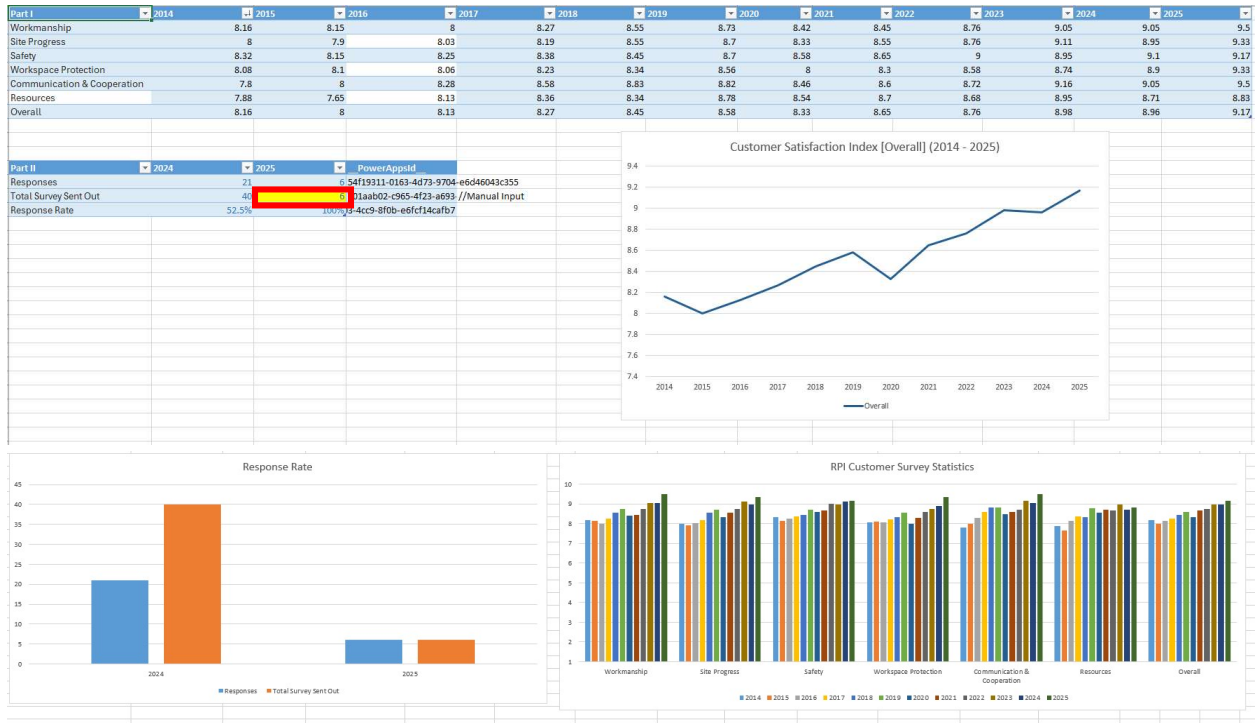
Refresh

View in Excel

The excel file contains two sheets e.g. “SurveyRecords2025” and “ResultSummary22-25”. The “SurveyRecords2025” contains records of each responses. Please updates the “Total Survey Sent Out” column of 2025 (highlighted with yellow) according to total number of customer in 2025.

	F	G	H	I	J	K	L	M	N
1	Your Company Name	Project Site Location	(一) 協調工作題A	意見及建議	B. 專業知識 (10分)	意見及建議1	C. 處理客戶要求時	意見及建議2	D. 解答問題的能力
2			10		10		10		10
3			10		10		10		10
4			10		10		10		10
5			10		10		10		10
6			10		10		10		10
7			10		10		10		10

“ResultSummary22-25” contains the statistics of survey results with visualizations.



2.2.2 SurveyResults

After clicking “SurveyResults”, you will be directed to survey results with visualization website. You can check distribution of each option in questions or individual results and print summary.

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SurveyRecords **SurveyResults**

Responses Overview Active

Responses: **6** Average Time: **01:04** Duration: **41** Days

1. 公司名稱 [More details](#)

6 Responses Latest Responses

2. 煤氣安裝工程地盤 [More details](#)

6 Responses Latest Responses

Insights and actions

Analyze and explore up-to-date results in Excel.

RPI Gas Installation Works ... Ng Simon K.H. > Documents

Send reminders to boost response

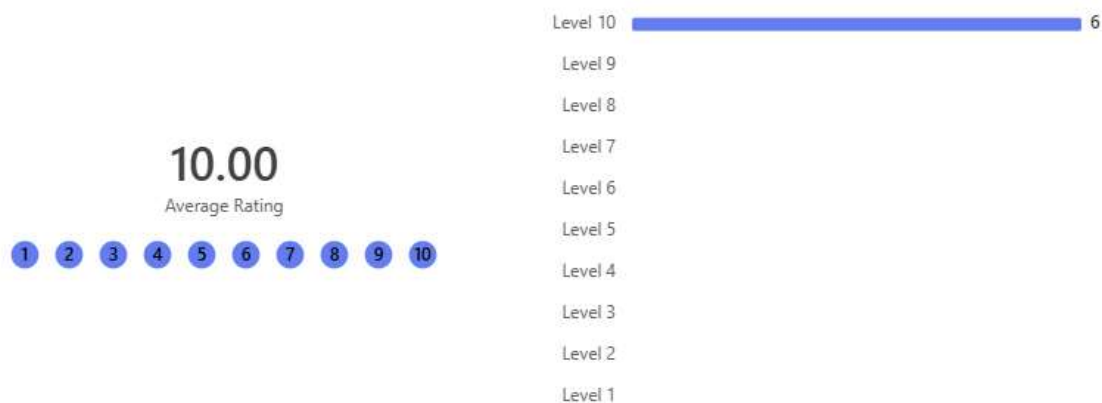
Check individual results

3. (一) 協調工作

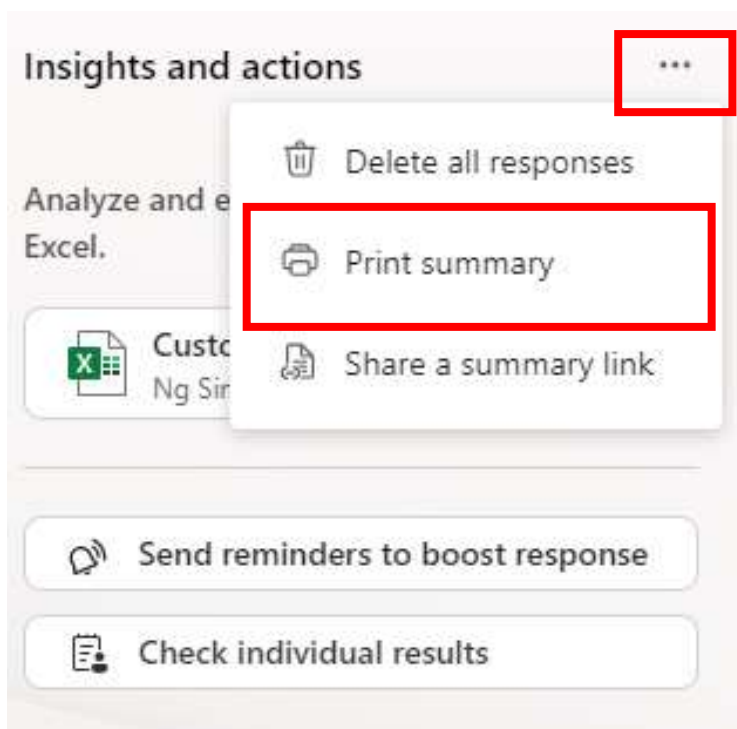
題A-F請圈出閣下對地盤協調代表的滿意程度 (10分為非常好,1分為非常差), 並提出意見及建議

[More details](#)

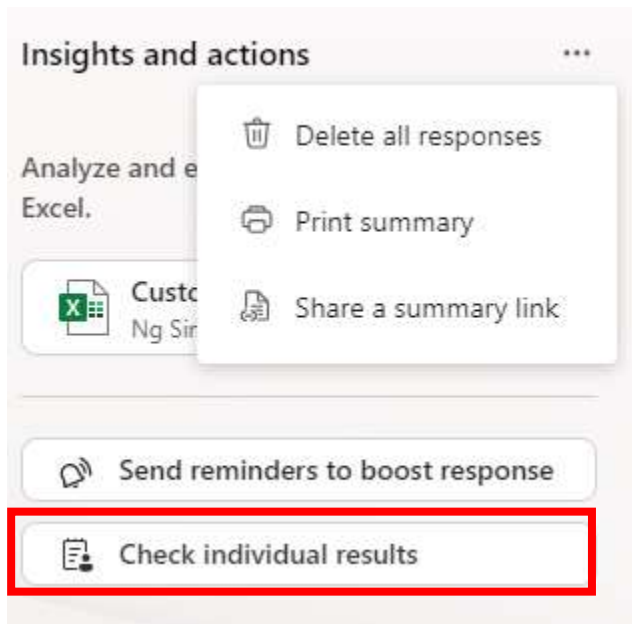
A. 態度



If you want to print summary you can click the ‘...’ at the top right corner then click the ‘print summary’.



If you want to check Individual Results or print it, click the 'Check individual results' then click the '...' at the right side and 'Print response'.



View results

Respondent

13 Anonymous

00:59
Time to complete

1. 公司名稱 *

[Redacted]

2. 煤氣安裝工程地盤 *

[Redacted]

3. (一) 協調工作

題A-F請圈出閣下對地盤協調代表的滿意程度 (10分為非常好,1分為非常差), 並提出意見及建議

A. 態度 *

1 2 3 4 5 6 7 8 9 10

4. 意見及建議

[Redacted]

00:35

Time to complete



...

Delete response

Print response

3. Maintenance

Please press the “...” button at the bottom right corner of the “煤氣安裝工程問卷” and select copy.

