

**CUSTOMER SATISFACTION SURVEY**Doc. No. : **TSF-SA-001**

Rev. No.: 0

Date:

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Customer:

Evaluated By:

Name:

Designation:

Dept:

Sign :

The purpose of this survey is:

- a) To learn from customers the relative importance of various factors of our business relationship.
- b) To learn from our customers how we perform against their standards of supplier performance.
- c) To help us monitor our process to improve our performance.
- d) To learn from our customers how our performance compares to our competition.

QUESTIONS:**1) PRODUCT COMMENTS**

If you have a problem with the quality of our Components, please specify the type & details

- 2) Which specific product of ours would you like to see improved and what specific improvement would you like to see?

3) SERVICE COMMENTS

Which specific service would you like to see improved and what specific improvement would you like to see?


4) NEW PRODUCT COMMENTS

Which new product or service would you like to see us develop and commercialise?

5) OTHER COMMENTS

Please give us your comments about MAP-ID products, services, information, relationship or other subject of interest to you.

* Please attach additional response sheets, If required.

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			Customer: _____ Evaluated By: _____ Name _____ Dept: _____	Designation: _____ Sign : _____
Performance Factor		Description		
(A) PRODUCTS				
1. Product Performance-Product meets your current requirements & expectations				
2. Product Quality -Consistent product performance				
3. Product Line -Range of current products that meet your needs				
4. Packaging -Pallets, Labels : Type & Quality meet your requirements				
5. Product Knowledge -Suppliers understanding of own and competition product				
6. New Product -Timely introduction of new products as per your design				
(B) SERVICES				
7. Order Entry -Acceptance, Processing, and Invoicing of orders				
8. Pricing Policy -Realistic, Fair, and consistent in pricing practices				
9. Pricing Response -Timely response on pricing matters				
10. Product Delivery -On Time, As requested and in satisfactory condition				
11. Supply Flexibility -Response to urgent and special Delivery requirements				
12. Technical Service -Accessibility, Responsiveness and Effectiveness				
13. Development -Capabilities, Facilities and Involvement in Development				
14. Complaints -Promptness in Handling Complaints				
(C) INFORMATION				
15. New Ideas -Provides you information which is useful to you				
16. Technical Literature-Upto date, Accurate, Clear and Available				
(D) RELATIONSHIPS				
17. Supplier Integrity - Credibility and Integrity				
18. Personnel Relationships - People to people relationship your various departments				
19. Listening -Listening and responding to your needs				
20. Customer Visits -Value of visit to supplier, Plant, Information, Exchange.				