

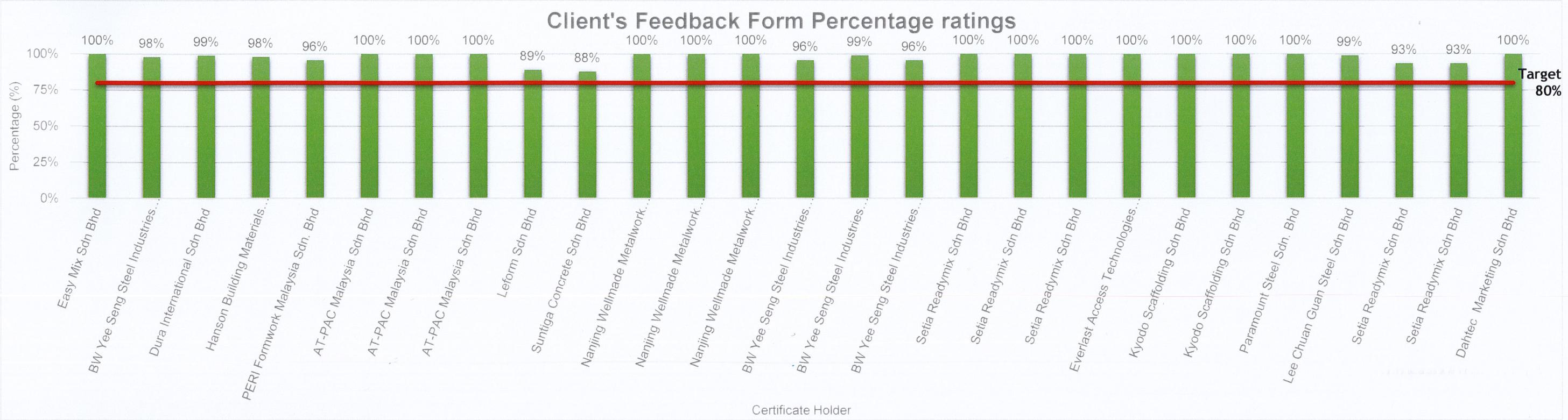
CUSTOMER SATISFACTION ANALYSIS

(September 2017 - August 2018)

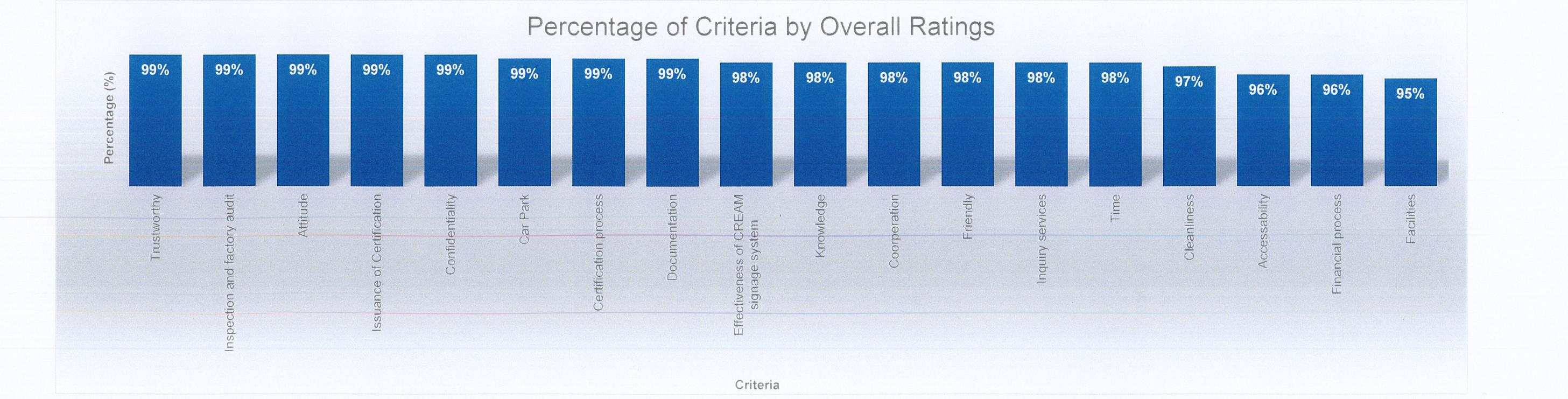
CREAM CERTIFICATION SERVICES
 Construction Research Institute of Malaysia (CREAM),
 Level 29, Sunway Putra Tower,
 No. 100, Jalan Putra,
 50350 Kuala Lumpur

Tel No.: +603-4040 0040 Fax No. : +603-4050 2649

1. Customer Satisfaction Result



2. Percentage of Criteria by Overall Rating





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3. Comment

No.	Certificate Holder	Manufacturer Name	Product	Certification No.	Comment
i.	Easy Mix Sdn Bhd	Kajang Plant	Ready-Mixed Concrete	CCS PC 1002-18001	Sangat Memuaskan
ii.	AT-PAC Malaysia Sdn Bhd	Tianjin Friend Steel Tube Co., Ltd	Galvanised Steel Tube for Tubular Scaffolding	CCS PC 1409-17008	CREAM personal that we dealt with were highly knowledgeable, professional and very cooperative. They are a credit to CREAM.
iii.	AT-PAC Malaysia Sdn Bhd	Taizhou Firm Construction Co., Ltd	Steel couplers for Tubular (tube and coupler) scaffolds	CCS PC 1409-17009	
iv.	AT-PAC Malaysia Sdn Bhd	Chuzhou Jincheng Metalwork Co. Ltd	Prefabricated Steel Modular System Scaffolding	CCS PC 1409-17010	

4. Summary of Certificate Holder

No.	Certificate Holder Name	Manufacturer Name	Product	Certification No.	Comment	Feedback Form Percentage ratings
1	Easy Mix Sdn Bhd	Kajang Plant	Ready-Mixed Concrete	CCS PC 1002-18001	Sangat Memuaskan	100.0%
2	BW Yee Seng Steel Industries Sdn Bhd	Anhui Haoding Metal Product Limited Company	Steel couplers for Tubular	CCS PC 0703-17014	-	97.8%
3	Dura International Sdn Bhd	Anhui Haoding Metal Product Limited Company	Steel couplers for Tubular	CCS PC 1406-17013	-	98.9%
4	Hanson Building Materials Malaysia Sdn Bhd	Sungai Besi Plant (HM-014-W-2)	Ready Mixed Concrete	CCS PC 1402-17015	-	97.8%
5	PERI Formwork Malaysia Sdn. Bhd	PERI GmbH	Prefabricated Steel Modular Scaffold System	CCS PC 1001-17016	-	95.6%
6	AT-PAC Malaysia Sdn Bhd	Tianjin Friend Steel Tube Co., Ltd	Galvanised Steel Tube for Tubular Scaffolding	CCS PC 1409-17008	CREAM personal that we dealt with were highly knowledgeable, professional and very cooperative. They are a credit to CREAM.	100.0%
7	AT-PAC Malaysia Sdn Bhd	Taizhou Firm Construction Co., Ltd	Steel couplers for Tubular (tube and coupler) scaffolds	CCS PC 1409-17009		100.0%
8	AT-PAC Malaysia Sdn Bhd	Chuzhou Jincheng Metalwork Co. Ltd	Prefabricated Steel Modular System Scaffolding	CCS PC 1409-17010		100.0%
9	Leform Sdn Bhd	Leform Sdn Bhd	Carbon Steel Tube for Steel Frame Scaffolding	CCS PC 1004-18002	-	88.9%
10	Suntiga Concrete Sdn Bhd	Sungai Buloh Plant	Ready Mixed Concrete	CCS PC 1001-18003	-	87.8%
11	Nanjing Wellmade Metalwork Co., Ltd	Tianjin Wellmade Scaffold Co. Ltd.	Steel Tube for Tubular Scaffolding	CCS PC 09-18006	-	100.0%
12	Nanjing Wellmade Metalwork Co., Ltd	Tianjin Wellmade Scaffold Co. Ltd.	Steel Coupler for Tubular Scaffolds	CCS PC 09-18007	-	100.0%
13	Nanjing Wellmade Metalwork Co., Ltd	Tianjin Wellmade Scaffold Co. Ltd.	Metal Deck for Tubular Scaffolds (Without Hook)	CCS PC 09-18008	-	100.0%
14	BW Yee Seng Steel Industries Sdn Bhd	Tianjin Lefin Industrial Co. Ltd	Galvanised Steel Tube for Tubular Scaffolding	CCS PC 0703-18005	-	95.6%
15	BW Yee Seng Steel Industries Sdn Bhd	Bazhou Yanghu Metal Products Co. Ltd.	Semi-Finished for Steel Frame Scaffolding	CCS PC 0703-16002	-	98.9%



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No.	Certificate Holder Name	Manufacturer Name	Product	Certification No.	Comment	Feedback Form Percentage ratings
16	BW Yee Seng Steel Industries Sdn Bhd	Tangshan Jinghua Steel Pipe Co. Ltd.	Galvanised Steel Tube for Tubular Scaffolding	CCS PC 0703-16003	-	95.6%
17	Setia Readymix Sdn Bhd	Beranang Plant	Ready Mixed Concrete	CCS PC 1002-18013	-	100.0%
18	Setia Readymix Sdn Bhd	Setia Alam Plant 2	Ready Mixed Concrete	CCS PC 1001-18011	-	100.0%
19	Setia Readymix Sdn Bhd	Bangsar Plant	Ready Mixed Concrete	CCS PC 1406-18012	-	100.0%
20	Everlast Access Technologies Sdn Bhd	Everlast Access Technologies Sdn Bhd	Aluminium Modular Scaffolding System	CCS PC 1007-18016	-	100.0%
21	Kyodo Scaffolding Sdn Bhd	Tianjin Tianyingtai Steel Pipe Co., Ltd	Component for Frame Scaffolding Member	CCS PC 0201-18014	-	100.0%
22	Kyodo Scaffolding Sdn Bhd	Tianjin Tianyingtai Steel Pipe Co., Ltd	Galvanised Steel Tube for Tubular Scaffolding	CCS PC 0201-18015	-	100.0%
23	Paramount Steel Sdn. Bhd	Lee Chuan Guan Steel Sdn Bhd	Prefabricated Steel Frame Scaffolding	CCS PC 0101-18019	-	100.0%
24	Lee Chuan Guan Steel Sdn Bhd	Lee Chuan Guan Steel Sdn Bhd	Prefabricated Steel Frame Scaffolding	CCS PC 0101-18018	-	98.9%
25	Setia Readymix Sdn Bhd	Setia Alam Plant 1	Ready Mixed Concrete	CCS PC 1001-18022	-	93.3%
26	Setia Readymix Sdn Bhd	Semenyih Plant	Ready Mixed Concrete	CCS PC 1002-18021	-	93.3%
27	Dahtec Marketing Sdn Bhd	Dahtec Marketing Sdn Bhd	Prefabricated Steel Modular System Scaffolding	CCS PC 1001-18004	-	100.0%

Prepared by: (stamp & signature) Name: Mohd Azwan bin Baharin Designation: Pegawai Pensijilan Produk Date: 06/09/2018	Prepared by: (stamp & signature) Name: Mohd Hafiz bin Sani Designation: Pegawai Persijilan Produk Date: 06/09/18	Approved by (Certification Quality Manager): (stamp & signature) Name: Syed Hazni Abd Gani Designation: Product Certification Manager Date: 06/09/18
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