

CUSTOMER SATISFACTION APPRAISAL

Respondent's name: Mr. RONALD FERNANDES

Organization: FIAT INDIA AUTOMOBILES PVT LTD

Project: 500 Kg Capacity 1 No's cross rail - 5 Mtr x 1 No's with Hoist ST1005-8/2 1/1

SEPL Reference/ ORN: PO: 4503004072 Dt.: 21.03.2017

Dear Sir,

We thank you for your kind co operation and support during execution of the subject project which has been recently completed by us.

In order to assess the quality of our services, we would like to have your valuable feed back. We request you to spare a few minutes of your time to answer the attached questionnaire. Your feedback will help us in our endeavor to continually upgrade the quality of service provided to our customers.

Thanking you,

Yours Sincerely,

FOR SPARKLINE EQUIPMENT PVT LTD.

Mrs. Omkar Ravan

Project Manager

Please tick mark (3) your response on the scale of 1 to 5, in the box against each statement. '1' means 'Strongly Disagree' gradually increasing to '5' which means 'Strongly Agree'. In case any of the statement is not applicable to you, please tick mark (3) '6'.

1	2	3	4	5	6
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not applicable Don't know

- | | 1 | 2 | 3 | 4 | 5 | 6 |
|--|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 1. Overall, you are happy that you chose Sparkline Equipment Pvt Ltd for your project. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2. Considering the products and services you receive from SEPL and the price you pay for it, you feel that SEPL gives you value for your money | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. You would recommend SEPL to others as a good company to deal with, if asked for your opinion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 4. If the need arose, you would willingly use SEPL's services again | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 5. You are satisfied with the quality of the installation work carried out for you. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 6. The relevant engineering documentation and drawings carried sufficient details and were accurate. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 7. The relevant drawings were submitted on time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 8. SEPL willingly accommodated your requests for changes in the design/ drawings, if any | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 9. Materials necessary for installation were delivered on time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10. SEPL personnel regularly visited the site to check the progress of the installation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 11. You are satisfied with availability of SEPL supervisor/ Site Engineer at site during entire execution of the project. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 12. The supervisor / site engineer was able to handle the job efficiently | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 13. SEPL deployed sufficient workmen from time to time at your project site according to requirements of the project schedule. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. The contractors / sub-contractors employed by SEPL were efficient in their work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 15. SEPL is able to co-ordinate their activities well with those of other suppliers on the site | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 16. Genuine reasons are given by SEPL in case of delay in project completion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 17. The site engineer was capable of solving problems at site. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |


18. Overall, you are satisfied with the performance of the system provided by SEPL ☐ ☐ ☐ ☐ ☒ ☐

19. Any other comment you would like to make.

We were not only satisfied with the support, your person came again, when first time we were not ready.

The moment we were ready with our structure, they come one day in advance and completed the job.

Good experience.


R. S. FERNANDES
SENIOR MANAGER- SCM (OUTBOND)