



# QUALITY ENGINEERING PRODUCTS

Format No.

## CUSTOMER SATISFACTION MONITORING FORMAT

To,

**Chemplast Sanmar Ltd.**

Plant III, Raman Nagar Post,

Mettur dam – 3,

636 403, India.

Kind Attn.: **Mr. Chandrasekhar**

Dear Sir/Madam,

In our urge for a better Customer understanding and exceeding Customer requirements and also to meet our Quality Management System, we request you to fill out the following questionnaire.

Please Tick Mark (✓) in the Appropriate Column below:

How Do You Rate Us In...	Excellent	Good	Average	Below Average	N.A.	No Situations Arose
Response to your Enquiry		✓				
Understanding your Specifications & Requirements		✓				
Response to Technical Queries	✓					
Results of Technical Queries realized	✓					
Response to design changes & following revisions as required	✓					
Organizing & Co-ordinating Customer Inspection	✓					
Meeting Delivery Time / Condition		✓				
Our final Test Pack / Documentation	✓					
Handling & Returning Customer Property (If applicable)		✓				
Packaging / Packing & Transportation (If in our Scope)		✓				
Quality Of Product		✓				
Our Business Relationship as a whole & prospects of future orders	✓					

With Warm Regards  
For **Quality Engineering Products**

Y.G.Chandrasekar

Manager Mechanical

Chemplast Sanmar Ltd, Plant III, Mettur Dam-  
636403

**K. A. Koshy**

**Name & Signature of Customer**