



# QUALITY ENGINEERING PRODUCTS

Format No.

## CUSTOMER SATISFACTION MONITORING FORMAT

To,

**M/S. DOTTECH ENGINEERS**

8, Arihant Industrial Estate,

Kranti Nager, Off Saki Vihar Rd.,

**Mumbai – 400 072.**

Kind Attn.: **Mr. Mohan Frank**

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**

**K. A. Koshy**

**Name & Signature of Customer**