



QUALITY ENGINEERING PRODUCTS

Format No.

CUSTOMER SATISFACTION MONITORING FORMAT

To,

THE NATIONAL TITANIUM DIOXIDE CO. LTD.,
(CRISTAL), PO Box 30320,
Yanbu Al-Sinaiyah,
Kingdom Of Saudi Arabia.

Kind Attn.:- **Mr. Abdul Wajid / Mr. Ashfaq Melakendy**

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		X				
Understanding your Specifications & Requirements						
Response to Technical Queries			X			
Results of Technical Queries realized		X				
Response to design changes & following revisions as required			X			
Organizing & Co-ordinating Customer Inspection		X				
Meeting Delivery Time / Condition		X				
Our final Test Pack / Documentation		X				
Handling & Returning Customer Property (If applicable)		X				
Packaging / Packing & Transportation (If in our Scope)		X				
Quality Of Product		X				
Our Business Relationship as a whole & prospects of future orders		X				

With Warm Regards
For **Quality Engineering Products**

K. A. Koshy

Name & Signature of Customer