

HEXATECH	QUALITY SYSTEM ADMINISTRATION	Issue No.: 1	Document Effective Date: 01 Mar 2017	Page 1 of 1
	Customer Satisfaction Survey Form	Revision No.: 0		Document Ref.: QSA-REC-CSSF

To:

From: Hexatech Engineering Sdn. Bhd.
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Dear Sir/Madam,

As one of the measurements for the performance of our Company's quality management system, we seek your esteemed opinion in assessing our level of service which had been rendered to meet your requirement over the last one year. We would appreciate if you could complete the below mentioned questionnaires and return this assessment form to us at your earliest convenience. We would be grateful if you could also forward your comments or suggestions to enable us to further improve our service to you.

Thank you.

From: _____ Signature: _____ Date: _____
Managing Director

Performance Assessment (Please assign rating from 1 to 10 to each criteria mentioned below. Leave blank if not related).
My assessment rating of the performance of Hexatech over the last one year is as follows:

Assessment Period:		Item	Criteria	Rating	My remarks (if below expectation)
Rating Table		a	Quality of product and workmanship - product performs consistently and work done with high competency.		
1 - 4	Below expectation	b.	Standard of completed works - work done in accordance to specifications, standards and statutory requirements.		
5	Average	c.	Performance of our engineer or technician - ability to give technical assistance or provide technical support services when required.		
6	Good	d.	Flexibility dealing with unforeseen events - able to accommodate changes and provide quick solutions to meet customer requirements.		
7 - 8	Very Good	e.	Standard of documentation - provide enough information with clear work methodology and other evidential proof of compliance.		
9 - 10	Excellent	f	How would you rate the overall performance of our Company.		
Total Rating:					
Average Rating:					

My comments / suggestions:

Signature: _____ Name: _____ Company Chop: _____ Date: _____
Appointment: _____