

Hexatech Engineering Sdn. Bhd. - Customer Satisfaction Survey 2017

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 (May 2016 - April 2017). 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.

Would appreciate if you could submit this survey to us before 31 May 2017.

Thank you.

Eng Choon Leong
Managing Director
Hexatech Engineering Sdn. Bhd.

* Required

1. Quality of product and workmanship - our product performs consistently and work done with high competency. *

Mark only one oval.

- Excellent (9-10)
- Very Good (7-8)
- Good (6)
- Average (5)
- Below Expectation (1-4)

2. Standard of completed works - our work done in accordance to specifications, standards and statutory requirements. *

Mark only one oval.

- Excellent (9-10)
- Very Good (7-8)
- Good (6)
- Average (5)
- Below Expectation (1-4)

3. Performance of our engineer or technician - ability to give technical assistance or provide technical support services when required. *

Mark only one oval.

- Excellent (9-10)
- Very Good (7-8)
- Good (6)
- Average (5)
- Below Expectation (1-4)

4. Flexibility dealing with unforeseen events - able to accommodate changes and provide quick solutions to meet customer requirements. *

Mark only one oval.

- Excellent (9-10)
- Very Good (7-8)
- Good (6)
- Average (5)
- Below Expectation (1-4)

5. Standard of documentation - provide enough information with clear work methodology and other evidential proof of compliance. *

Mark only one oval.

- Excellent (9-10)
- Very Good (7-8)
- Good (6)
- Average (5)
- Below Expectation (1-4)

6. How would you rate the overall performance of our Company. *

Mark only one oval.

- Excellent (9-10)
- Very Good (7-8)
- Good (6)
- Average (5)
- Below Expectation (1-4)

7. Feedback *

8. Suggestions for improvement

9. Name *

10. **Email ***

11. **Company Name ***

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