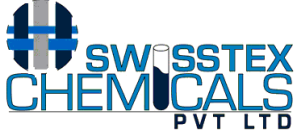


|   |   |                                     |                |                      |
|---|---|-------------------------------------|----------------|----------------------|
|  | <b>Name of Laboratory:</b><br><b>SCTC - Swisstex Chemicals</b><br><b>Technical Centre</b> | <b>SCTC-F-SOP-005-002</b>           |                |                      |
|   |   | <b>Date of Issue:</b><br>06-11-2020 | <b>Issue 5</b> | <b>Issued by: MR</b> |
| <b>Title: CUSTOMER PRAISE/FEEDBACK/<br/>         SURVEY FORM</b>                  |   |                                     |                |                      |

Dear Sir,

Customer Feedback is the most important aspect at SCTC; Swisstex Chemicals Technical Centre always welcomes your comments and feedback. We are continually working to improve our service levels in order to meet your present and future needs. This questionnaire gives you the opportunity to tell us how we are doing and in what way you would like us to improve. Your comments will be used for continual improvement.

**Customer name:** \_\_\_\_\_

**Contact person name:** \_\_\_\_\_ **Designation:** \_\_\_\_\_

**Department:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Company Stamp:** \_\_\_\_\_

Please fill in and tick (✓) the appropriate column to represent your views about our performance.

| S.No   | Criteria  | Excellent                | Good                     | Average                  | Un-Satisfactory          |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>Overall Relationship:</b>                     |   |                          |                          |                          |                          |
| 1  | Courtesy & Friendliness                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2  | Communication Skills                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Servicing, Quality &amp; Professionalism:</b> |   |                          |                          |                          |                          |
| 3  | Prompt response to your inquires / requests /Jobs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4  | Turn Around Time (TAT)                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5  | Report Received after testing                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6  | Accuracy in Technical Enquiry Reports             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

What should we (Swisstex Chemicals Technical Centre) do to make you a more satisfied customer?

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**Thank you for taking some moments to give us your feedback.**

**Please return to MR/Sr. MTC (Swisstex Chemicals-Technical Centre)**