



### Customer Feedback Report

<b>Customer:</b>	<b>Feegrade &amp; Company Private Limited</b>
<b>Scope of service:</b>	Consultancy for IMS (ISO 9001, ISO 14001, OHSAS 18001 & SA 8000) certification at Nadidih Iron & Mn. Mines

**1. How do you perceive the service delivery to you:**

Parameter	Excellent(4)	Good(3)	Fair(2)	Poor (1)
Overall quality of job	✓			
Timely completion of job	✓			

**2. How do you perceive our company:**

Parameter	Yes	Sometimes	No
An organization with high level of competence	✓		
An organization with commitment to add value to your system	✓		
A professionally managed organization which protects your confidentiality	✓		
A dynamic organization which adopts to the requirement of the system	✓		

**3. During tenure of our contract how many complaints did you rise in following categories:**

Parameter	Nil	< 2	2 - 5	> 5
Quality of service	✓			
Service Delivery	✓			
Others (specify)	✓			

**4. Would you recommend our name to:**

Parameter	Yes	No
New projects within your company	✓	
Other customers out side your company who approaches you for your opinion.	✓	

**5. Pre-Contract :**

Parameter	Excellent(4)	Good(3)	Fair(2)	Poor (1)
Understanding of your system requirements	✓			
Cooperation during finalizing contract	✓			

**6. Post-Contract :**

Parameter	Excellent(4)	Good(3)	Fair(2)	Poor (1)
Service provided exceeds your expectations & requirements.		✓		
Our availability when you needed us	✓			
Providing appropriate expertise	✓			
Striking appropriate balance between service and value	✓			
<b>Suggestion (if any):</b>				

<b>Contact person</b>	Mr. P. K. Nayak	<b>Signature &amp; Seal</b>	
<b>Designation</b>	Mines Manager	<b>Date</b>	07.05.2017