



**Suryasys Management Consultants Pvt. Ltd.**  
146, Bapuji Nagar, Bhubaneswar-751009.

[www.suryasys.in](http://www.suryasys.in)

**Customer Feedback Report**

**Customer:**

**SESA MINING CORPORATION LIMITED  
SESA RESOURCE LIMITED**

**Scope of service:**

Consultancy for IMS (ISO 9001, ISO 14001 & OHSAS 18001) certification

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

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

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

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

**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		no
Other customers out side your company who approaches you for your opinion.	yes	

**5. Pre-Contract :**

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

**6. Post-Contract :**

Parameter	Excellent(4)	Good(3)	Fair(2)	Poor (1)
Service provided exceeds your expectations & requirements.	4			
Our availability when you needed us	4			
Providing appropriate expertise	4			
Striking appropriate balance between service and value	4			

**Suggestion (if any):**

- Very much committed to the task under taken by them.
- They are very much time conscious & completes the job in the stipulated time given to them.
- They have sound knowledge about the subject that they are dealing with.
- They are very help full in nature.

**Contact person**

Mr. M. Ghosh

**Signature & Seal**



**Designation**

AGM-Health, Safety & Environment Cell

**Date**