



Customer Feedback Report

Customer:	IDCOL Ferro Chrome & Alloys Limited.
Scope of service:	Consultancy for IMS (ISO 9001 & ISO 14001) certification

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	✓			

Suggestion (if any):

Contact person	Mr. B. C. Sahoo	Signature & Seal	
Designation	Managing Director	Date	

