



Customer Feedback Report

Customer:	Jindal Stainless Limited, JK Road, Odisha
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		✓		
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. Debaprasad Datta	Signature & Seal	
Designation	VP-Quality & Technical Services	Date	9/5/2013

