

TC/MKT/02

TWENTY FIRST CENTURY MCASTINGS, V. U. NAGAR
CUSTOMER FEEDBACK FORM

{Please tick mark your appropriate level of marking, 1-worst, 5-best}

Sr. No.	Assessment point	1	2	3	4	5
1	Do you get material in right quantity always?				✓	
2	How do you rate quality of your product?				✓	
3	Do you get material in time?				✓	
4	How do you rate services offered by us?					✓
5	How do you rate communication case with us?					✓

Problem (if any) with quality of our product:

Any suggestion for improvement

FLSMIDTH PRIVATE LIMITED
 FLSMIDTH HOUSE
 34, EGATOOR, OPPOSITE SIPCOT IT PARK
 OLD MAHABALIPURAM ROAD,
 KELAMBAKKAM - 603 103
 KANCHEEPURAM DIST.
 PH : +91 - 44 - 47481000

Name *V. Rajarajaperumal*

Date *06/11/09*
 (For official use only)

Party Name & Seal

Customer satisfaction level:

95%

Root cause of the problem (if any):

Corrective / Preventive actions to be taken (if any): *NIL*

Follow - up of the action:

✓
 (Satisfaction / ~~Un~~-satisfactory)

Lena
 Sign.

Date *06/01/09*

TWENTY FIRST CENTURY MCASTINGS, V. U. NAGAR
CUSTOMER FEEDBACK FORM

{Please tick mark your appropriate level of marking, 1-worst, 5-best}

Sr. No.	Assessment point	1	2	3	4	5
1	Do you get material in right quantity always?					✓
2	How do you rate quality of your product?				✓	
3	Do you get material in time?				✓	
4	How do you rate services offered by us?				✓	
5	How do you rate communication case with us?				✓	

Problem (if any) with quality of our product:

Any suggestion for improvement

Dinesh

06/01/09

Name **DINESH KUMAR**
Chief Manager.

Date **06-01-09**
(For official use only)



Party Name & Seal

Customer satisfaction level: **90%**
Root cause of the problem (if any):

Corrective / Preventive actions to be taken (if any): **NIL**

Follow - up of the action: **✓**
(Satisfaction / ~~Un~~-satisfactory)

Lena
Sign.

Date **06/01/09**

TWENTY FIRST CENTURY MCASTINGS, V. U. NAGAR
CUSTOMER FEEDBACK FORM

{Please tick mark your appropriate level of marking, 1-worst, 5-best}

Sr. No.	Assessment point	1	2	3	4	5
1	Do you get material in right quantity always?					✓
2	How do you rate quality of your product?					✓
3	Do you get material in time?				✓	
4	How do you rate services offered by us?					
5	How do you rate communication case with us?				✓	

Problem (if any) with quality of our product:

Any suggestion for improvement

Pr...
 Name P G SHANIKER
 Sr Lead Engineer - QC

Date 12/03/2008
 (For official use only)

Party Name & Seal
 FLSMIDTH Minerals Pvt. Ltd.
 Chennai



Customer satisfaction level:

Root cause of the problem (if any):

Corrective / Preventive actions to be taken (if any):

Follow-up of the action:

(Satisfaction / ~~Un~~-satisfactory)

Deena
 Sign.

Date 25/3/2008

TWENTY FIRST CENTURY MCASTINGS, V. U. NAGAR
CUSTOMER FEEDBACK FORM

{Please tick mark your appropriate level of marking, 1-worst, 5-best}

Sr. No.	Assessment point	1	2	3	4	5
1	Do you get material in right quantity always?					✓
2	How do you rate quality of your product?				✓	
3	Do you get material in time?					✓
4	How do you rate services offered by us?					✓
5	How do you rate communication ease with us?					✓

Problem (if any) with quality of our product:

Any suggestion for improvement

Name Nirav Bhatt
Executive Purchase

Date 19-08-2008
 (For official use only)



Party Name & Seal

Customer satisfaction level:
 Root cause of the problem (if any):

Corrective / Preventive actions to be taken (if any):

Follow up of the action:

✓
 (Satisfaction / ~~Un~~-satisfactory)

dmca
 Sign.

Date 30/8/08

TWENTY FIRST CENTURY MCASTINGS, V. U. NAGAR
CUSTOMER FEEDBACK FORM

{Please tick mark your appropriate level of marking, 1-worst, 5-best}

Sr. No.	Assessment point	1	2	3	4	5
1	Do you get material in right quantity always?				✓	
2	How do you rate quality of your product?				✓	
3	Do you get material in time?				✓	
4	How do you rate services offered by us?					✓
5	How do you rate communication case with us?					✓

Problem (if any) with quality of our product: 1) NO MAJOR QUALITY PROBLEMS.
 2) SOME MINOR PROBLEMS ARE SORTED AT OUR END.

-Any suggestion for improvement : TECHNICAL DOCUMENTS ARE TO BE EXPADITED, SPECIALLY TESTINGS ARE OUT SOURCED BY YOU SUCH AS IGC/IMPACT TEST.

Name : MR. S. N. KANCHAN.

Date
(For official use only)



Customer satisfaction level:

Root cause of the problem (if any): NO

Corrective / Preventive actions to be taken (if any): N. A

Follow - up of the action: SATISFACTION. (Satisfaction / Un - satisfactory)

FOR PANCHVATI VALVES & FLANGES PVT LTD

Sign.

Date : 19TH AUG. 2008