**CUSTOMER SATISFACTION SURVEY (CSS)**

We value our business relationship with you and thank you in advance for completing and returning this feed back form. This report is important to us, so that we can continuously improve our services to our valuable clients.

Company:……………….…….………………………………… Project: ………………………………………………………………………

Address: …………………………………………………………… E-mail:….………………………………………………………………………

Contact Person:………………………………………………… Contact Number:….………………………………………………………

**Description:-** This questionnaire is based on a rating system as 1 (Poor), 2 (Fair), 3 (Good), 4 (Very Good) & 5 (Excellent). For the questions below, please choose the rating that best reflects the way Khalifa Steel Industries WLL and our team met your needs.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
| 1. Sales co-ordination |  |  |  |  |  |
|  |  |  |  |  |  |
| - Sales representatives are well trained, supervised and adhere to professional standards of conduct. | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Sales representatives respond to my inquiries in a timely manner. | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Presenting you with the clear information about Khalifa Steel Industries | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Accuracy and quality of the documentation delivered to your requirement. | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| 2. Production and Engineering Services |  |  |  |  |  |
|  |  |  |  |  |  |
| - Estimation | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Detailing and drawing submittals (if any) | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Fabrication quality | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Tagging Quality  | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Material Packaging | 1 | 2 | 3 | 4 | 5 |
|  |  |
| - On-time delivery | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Staff Feedback Quality | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| 3. Quality Assurances  |  |  |  |  |  |
|  |  |  |  |  |  |
| - Material Quality | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Product Appearance | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Material Submittals & Pre-Qualification Documents | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Test Certificates | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| 4. Logistics Process |  |  |  |  |  |
|  |  |  |  |  |  |
| - Product availability | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Delivery Co-ordination | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Delivery Process | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - On-time delivery | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Drivers’ Conduct | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Offloading Process | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
| 5. Accounts & Finance Process |  |  |  |  |  |
|  |  |  |  |  |  |
| - Presenting your invoice in a timely manner? | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Was your invoice clear and correct? | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Was your invoice sent to the right address and person? | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| 6. HR&ADMIN Services |  |  |  |  |  |
|  |  |  |  |  |  |
| - Answering your phone calls to our office? | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Presenting you with the clear information about Khalifa Steel Industries | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |
| - Following up to your inquiries about Khalifa Steel Industries? | 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |  |

|  |  |
| --- | --- |
| Yes | No |

Would you use Khalifa Steel Industries WLL products & services again?

|  |
| --- |
| Additional comments: |
|  |
|   |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** |  | **Title** |  | **Signature** |  | **Date** |

|  |
| --- |
| **For office use only:-**Management Remarks:-  Reviewed By: Approved By:Mr. Hany Gaber (DGM) Mr. Murad Taymaskhanov (MD)  |