

**JT MIX SDN BHD**

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**CUSTOMER SATISFACTION SURVEY**

Name of Customer: \_\_\_\_\_

As our customer, your constructive comments would be greatly appreciated in order to help us continuously improve our service to you.

Please rate our service by circling on a scale of 1 to 5 with the highest number representing more satisfaction and the lower numbers representing relatively little satisfaction.

No.	Criteria	No Satisfied ----- Fully Satisfied				
		—————→				
<b>A. Timeliness &amp; Reliability of Delivery</b>						
1	Delivery Punctuality	1	2	3	4	5
2	Service is there when needed	1	2	3	4	5
3	Short lead time	1	2	3	4	5
<b>Sub – Total A</b>						
<b>B. Quality of Product &amp; Services</b>						
1	Offer satisfying quality product/ services	1	2	3	4	5
2	Accepts responsibility of quality works	1	2	3	4	5
3	Positive feedback	1	2	3	4	5
<b>Sub – Total B</b>						
<b>C. Responsive to Customer Needs</b>						
1	Good listener	1	2	3	4	5
2	Prompt response	1	2	3	4	5
3	Is always there when needed	1	2	3	4	5
<b>Sub – Total C</b>						
<b>D. Communication with Customer</b>						
1	Clear and effective communication	1	2	3	4	5
2	Positive attitude	1	2	3	4	5
3	Maintain regular communication	1	2	3	4	5
<b>Sub – Total D</b>						
<b>Total A + B + C + D</b>						
<b>Score (Total/60 x 100)</b>						

Customer's Comments:

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Appraiser's Name : \_\_\_\_\_

Position : \_\_\_\_\_

Signature : \_\_\_\_\_

Date : \_\_\_\_\_

Thank you for your feedback and suggestion.