



Inspectorate of Army Stores and Clothing (IAS&C)

CUSTOMER FEEDBACK FORM (SERVICE QUALITY ANALYSIS)

Form No.	IAS&C/FM/LMS/006
DCRF No.	IR
Revision No.	IR

IAS&C

As a part of continual improvement of its Testing and Inspection Service Quality, IAS&C puts the suggestions and feedback of its esteemed clientele/customers/ stakeholders at high place.

You are requested to fill this questionnaire so that IAS&C can analyze the data and initiate measures for the better understanding needs of its customers and stakeholders expectations and improvement of its service operations.

Regards

Chief Inspector

SECTION -A							
Feedback provided by	Army <input type="checkbox"/>		Airforce <input type="checkbox"/>		Navy <input type="checkbox"/>		Pak Rangers <input type="checkbox"/> ITD <input type="checkbox"/>
	DGP Army <input type="checkbox"/>		S&T Dte <input type="checkbox"/>		Ordnance Directorate <input type="checkbox"/>		
Other (specify) →							
Individual / Designation name					Address / Contract Info		
Previously experienced IAS&C Service	Yes <input type="checkbox"/> No <input type="checkbox"/>		If Yes, number of times				or number of years
Service experienced from	POL <input type="checkbox"/>	Textile <input type="checkbox"/>	Timber <input type="checkbox"/>	Paints <input type="checkbox"/>	Chemical <input type="checkbox"/>	Material <input type="checkbox"/>	All <input type="checkbox"/>

1= Very poor/Strongly disagree; 2= Poor/Disagree; 3= Average/Not sure; 4= Good/Agree; 5= Excellent/Strongly agree

SECTION-B						
PARAMETERS		RATING SCALE (LOW HIGH) →				
		1	2	3	4	5
1. How do you rate the timeliness of IAS&C testing and results reporting?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How do you rate the accuracy of IAS&C ---- Test results?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How do you rate the physical/dimensional inspection quality of IAS&C?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How do you rate the understanding of IAS&C about your requirement?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How frequently you experienced, retesting of your samples, due to lab-testing errors?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How frequently you experienced inaccurate results reporting by IAS&C?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How do you rate the IAS&C for following:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a.	Documentation / Transposition error	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Legibility of Record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Confidentiality of Results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Incomplete Testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Testing Waived due to insufficient sample quantity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. How do you rate the handling of your urgent testing requests?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. How would you rate the conduct of Lab Personnel and Lab Representatives?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. How would you rate the Test Result / Report Formatting and Clarity in its understanding?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. How do you think our Administrative Arrangement is? Are you satisfied with reporting system?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How would you rate our complaints management system? Do you get satisfactory responses and resolutions?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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