

**CUSTOMER SATISFACTION RATIO [ Year 2014-2015 ]**

Sr. No.	Key Parameters or Questionnaires	Customer -1	Customer -2	Customer -3	Customer -4	Customer -5	Customer -6	Customer -7	Customer -8	Customer -9	Customer -10	Customer -11	Customer -12	Customer -13	Ratio
1	Respond to enquiry	10	9	9	10	8	9	9	10	9	9	8	10	8	65.56%
2	Suggesting techno economical viable alternative	10	8	8	10	8	9	9	10	8	8	6	8	6	60.00%
3	Cost of the product	8	8	7	7	6	5	9	8	7	5	7	8	9	52.22%
4	Adherence to delivery schedule	8	9	8	8	8	9	9	8	9	9	7	9	9	61.11%
5	Accommodating amendments regarding product quality quantity and delivery schedule including urgent requirement	8	9	7	10	8	9	9	7	8	8	8	7	9	62.94%
8	Adherence to production quality and quantity requirements	8	9	8	8	8	9	9	10	9	9	7	8	10	65.88%
7	Response and handling of customer complaint	10	9	8	8	8	9	9	10	9	9	6	9	9	62.78%
8	Attitude of marketing personnel	10	10	8	9	8	9	9	10	9	8	9	8	8	63.89%
9	Attitude of production / quality assurance personnel	10	9	8	8	8	9	9	10	8	8	7	9	8	61.67%
10	Accuracy of Despatch documents including billing and test certificates	9	10	9	9	10	9	9	10	10	9	9	8	10	67.22%
Total		91	90	80	87	80	86	90	93	86	82	74	84	86	62.33%