

Customer Feedback Form

Pre-Sales Service

Scope for improvement in response time after enquiry from dealer : *

- Not required Low scope High Scope

Behavior of the person while responding on phone/ personal : *

- Bad Needs improvement Good

Did customer get the required information about : *

Production: Yes No

Cost: Yes No

Quality: Yes No

Did customer get the literature / Quotation / Operation Sequence
(If the job in non standard) within time after enquiry? : *

- Yes No

If any query in above information, it get clarified? : *

- Yes No

During Sales Service

Production delivered within committed delivery time? : *

- Yes No

After sales Service

Service Engineer's visit to customer required regularly? : *

- Yes No

Response from dealer in case of complaint : *

- Poor Good Excellent

Your experience about the interchangeability of 'Abhijat' spares to that of 'Traub' Type machine? : *

- 100% interchangeable Mostly interchangeable Only few interchangeable

When compared to the market price how do you rate the 'Abhijat' prices viz-a-viz quality as:: *

- Too low Low At par High Very High

Customer satisfaction about product : *

- Fully satisfied Satisfied Dissatisfied

Any improvement in quality you want to suggest? : *

Any additional features you would like to suggest in machine? : *

Any improvement in packing of product required? : *

Interested to place repeat orders in future? : *

- Yes No

Your suggestion for Services & Production you feel 'Abhijat' should deal in addition to their existing range? : *

Any modification you would like to suggest in this questionnaire

Personal Details

Name : *

Designation :

Company Name : *

Department : *

Email : *

Tel.No. (with extension) : *