

Customer Satisfaction Form

File No. _____

Date _____

Coaching Depot

Dear Sir/Madam,

We at RCF/Kapurthala solicit your feedback on RCF coaches as part of our Quality System. Your continuous feedback will enable us to improve further.

Please spare few minutes and fill this form and sent it to us.

Range of customer satisfaction in form 1 to 10 where 1 is minimum and 10 is maximum level of satisfaction.

Kindly fill your Scores in the boxes given below:

| | | Your Score | | | | | | | | | |
|--|--|-------------------|----------|----------|----------|----------|----------|----------|----------|----------|---------------------------|
| S.No. | Description | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 1 | Quality of product during receipt | | | | | | | | | | |
| 2 | Quality of product during running | | | | | | | | | | |
| 3 | Information for traceability of components | | | | | | | | | | |
| 4 | Receipt of documents | | | | | | | | | | |
| 5 | Timely attendance of complaint by OEM/RCF | | | | | | | | | | |
| 6 | Quality of communications with RCF | | | | | | | | | | |
| Any Suggestion:- <div style="height: 100px; border: 1px solid black;"></div> | | | | | | | | | | | |
| | | | | | | | | | | | Customer Signature |

Quality Servicing Cell/RCF/Kapurthala