

Rail Coach Factory, Kapurthala

File No. _____

Date: _____

Customer Satisfaction Form**Coaching Depot.**

Dear Sir/Madam

Thank you for being a worthy recipient of Coach from RCF/Kapurthala.

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 is from 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										
2	Method of Identification										
3	Documentation for Delivered Product										
4	Complaint Handling & Resolution										
5	Performance during warranty										
6	Communication with RCF on Warranty/Design Matters										
Any Suggestions:-											
Customer Signature											

Quality Servicing Cell/RCF