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Rig Representative

The Company Representative

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## **CUSTOMER SATISFACTION SURVEY**

Customer's Name: Abdul Walnut of Danniel



Dear valued Customer(s),

Thank you very much for your trust in our service. In order to improve our service in meeting your requirements further, please provide the appropriate answer to the available column. Once it is completed, kindly send back this survey form to us through fax no (0778) 321 388 or by email to <a href="mailto:sales@inspektindo.com">sales@inspektindo.com</a>

Thank you

PT. INSPEKTINDO SINERGI PERSADA

**INSTRUCTIONS FOR QUESTION 1 – 4**: Please put your answer in the available column by crossing the appropriate number with the scale 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied.

**INSTRUCTIONS FOR QUESTION 5**: Please put your answer in the available space by crossing the appropriate number with the scale 1 = becoming much less important, 2 = becoming less important, 3 = staying about the same, 4 = becoming more important, 5 = becoming much more important.

1	How satisfied are you with the <b>quality of work</b> and <b>safety performance</b> that you receive from PT Inspektindo Sinergi Persada?	1	2	3	4	5
2	How satisfied are you with the <b>lead time to complete the order</b> from PT Inspektindo Sinergi Persada?	1	2	3	(4)	5
3	How satisfied are you with the <b>response and service</b> received from PT Inspektindo Sinergi Persada?	1	2	3		5
4	How satisfied are you with PT Inspektindo Sinergi Persada <b>products</b> or/and service in overall?	1	2	3	4	5
5	Are PT Inspektindo Sinergi Persada product and service services becoming more or less important to your business?	1	2	3	(4)	5

6. Please rate our representative personnel in handling your request on the following dimensions:

Excellent	Good	Average	Poor	Very Poor
Excellent	Good	Average	Poor	Very Poor
Excellent	Good	Average	Poor	Very Poor
Excellent	Good	Average	Poor	Very Poor
Excellent	Good	Average	Poor	Very Poor
	Excellent Excellent Excellent	Excellent Good  Excellent Good  Excellent Good	Excellent Good Average Excellent Good Average Excellent Good Average	Excellent Good Average Poor Excellent Good Average Poor Excellent Good Average Poor

7. For business relationship, which of the reasons below had the most impact on your decision to do business with PT Inspektindo Sinergi Persada? (Select all that apply).

Cost	Quality	Range of product or service	Functionality	Reputation
1	2	(3)	4	5

**INSTRUCTIONS FOR QUESTION 8**: Please put your answer in the available space by crossing the appropriate number with the scale 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied.

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## **CUSTOMER SATISFACTION SURVEY**

Customer's Name: Abdul Walnd & Danniel



8. How satisfied are you with PT Inspektindo Sinergi Persada in each of the following areas:

					-
Ease of doing business	1	2	3	4	5
Invoicing	1	2	3	(4)	5
Flexibility of contract terms	1	2	3	(4)	5
Flexibility of pricing models	1	2	3	4)	5
Strategic partnering	1	2	3	4	5

## COMMENTS

What are the most important things that PT Inspektindo Sinergi Persada could do to improve the quality of the relationship that they have with you and your business associates?

Survey Date:

Sign & Name (Customer's Repr):

Thank you for your participation in our improvement

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