



EMPERICAL EXERGY PVT. LTD.

Dear Valued Customer,

It has always been a constant endeavor to provide you with the best-in-class services & solutions with superior service quality and timely service delivery. In order to help, we further augment our service and quality standard, kindly fill the feedback form and return us so that we can work on your valuable suggestions.

Customer Name: _____

Date: ___ / ___ / _____

Please Rate from 1 to 10 (1 being the lowest & 10 being the highest score)

Sr. No.	Rating Criteria	Questions	Rating
1	Quality of Service (Q = 12.50%)	How was the clarity of information documents?	
2	Quality of Service (Q = 12.50%)	Whether all the requisite information was provided completely?	
3	Quality of Service (Q = 12.50%)	How was the inspection carried out?	
4	Quality of Service (Q = 12.50%)	Was the inspection job carried out appropriately?	
5	Timeliness (T = 10%)	Was the information / service provided timely?	
6	Knowledge (K= 10%)	Subject (Technical) knowledge of service provider? Satisfaction with competence of our employees?	
7	Attitude (A = 10%)	Whether attitude of persons providing the service was positive?	
8	Customer Service (S = 10%)	Your enquiry, request and/or order have been attended promptly?	
9	Overall (O = 10%)	Overall degree of satisfaction with our services?	

Any problem faced / Suggested area of improvement from your perspective:

Customer Satisfaction Index (C.S.I):

$$CSI = Q \times 0.1250 + Q \times 0.1250 + Q \times 0.1250 + Q \times 0.1250 + T \times 0.10 + K \times 0.10 + A \times 0.10 + S \times 0.10 + O \times 0.10$$

Name & Signature: _____

Designation: _____

Document Name	Customer Feedback Form			Prepared & Issued By	Quality Manager
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