

	<b>IRCLASS Systems And Solutions Pvt. Ltd.</b> <b>Testing Laboratory, Jaipur</b>	Doc. No.	ISSPL/QP/13/F-04
		Issue No./Date	01/12-03-2022
	<b>CUSTOMER FEEDBACK FORM</b>	Rev. No.	00
		Rev. Date	Nil
		Page No.	1 of 1

1. **Name of the Organization:** \_\_\_\_\_

2. **Address:** \_\_\_\_\_  
 \_\_\_\_\_

3. **Tel. No./Fax/E-mail:** \_\_\_\_\_

4. **Your Rating** (Please tick):

S.N.	Parameter (Score Out of 5)	Excellent 5	V.Good 4	Good 3	Poor 2	Bad 1
01.	Quality of service					
02.	Timely compliance of services					
03.	Competency of our personnel to understand and fulfill the your requirement					
04.	Response to your technical/commercial queries					
05.	Response to your complaint, if any					

5. **Specific Observation / Suggestions for improvement, if any:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Note: Your valued suggestions will help us to serve you better.**

**Date:**

**Signature/Name/Stamp:**

**FOR OFFICE USE**

**Overall Score:**

Total Score of all the Parameters divided by the number of parameters responded =

**Conclusion:** Satisfactory (Overall score  $\geq$  3)

Not-Satisfactory (Overall score  $<$  3)

**Date:**

**Quality Manager/Dy.QM**

**Address:** "CEG Tower" B-11(G) Malviya Industrial Area, Malviya Nagar, Jaipur-302017.

Tel. 0141-4046599; Fax: 0141-2751806

E-mail: lab@irclass.org; URL: www.isspllab.com