

|                                                                                   |                                                                                                                                 |                |                  |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------|------------------|
|  | <b>ISSPL Limited</b><br><b>(Formerly Known as IRCLASS Systems And Solutions Pvt. Ltd.)</b><br><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.       | 07               |
|                                                                                   |                                                                                                                                 | Rev. Date      | 25-06-2026       |
|                                                                                   |                                                                                                                                 | Page No.       | 1 of 1           |

- Name of the Organization: \_\_\_\_\_
- Address: \_\_\_\_\_  
\_\_\_\_\_
- Tel. No./Fax/E-mail: \_\_\_\_\_
- Your Rating (Please tick):

| S.N. | Parameter<br>(Score Out of 5)                                              | Excellent<br>5 | V.Good<br>4 | Good<br>3 | Poor<br>2 | Bad<br>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                                         |                |             |           |           |          |

- Specific Observation / Suggestions for improvement, if any: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

**Date:**

**Signature/Name/Stamp:**

\_\_\_\_\_ SS \_\_\_\_\_

#### 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**

**Address:** 1<sup>st</sup> & 2<sup>nd</sup> Floor, CEG Tower” B-11-G, Industrial Area, Malviya Nagar, Jaipur-302017.

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