



Annexure A
CUSTOMER SATISFACTION BASED ON FEEDBACK

1. **Customer name:**
2. **Address:**
3. **Phone:**
4. **Period of feedback:**
5. **Please tick the following attributes as per your perception:**

We would like to know how well we are succeeding in meeting your needs. Following are the parameters. Please encircle the attribute that you choose).

01 - The worst score.

05 - The best score.

ATTRIBUTE	SCORE				
1. Services	1	2	3	4	5
2. Delivery	1	2	3	4	5
3. Price	1	2	3	4	5
4. Packing & marking	1	2	3	4	5
5. Customer response	1	2	3	4	5

Any other comments:

Signature:

Date:

Annexure B

FEEDBACK ON AUDITOR FROM RMC PLANT

1. **RMC Plant name:**
2. **Plant Location:**
3. **Phone:**
4. **Audit Dates:**
5. **Please tick the following attributes as per your perception:**

We would like to know how well we are succeeding in meeting your needs. Following are the parameters. Please encircle the attribute that you choose).

01 - The worst score.

05 - The best score.

ATTRIBUTE	SCORE				
1. Professionalism	1	2	3	4	5
2. Transparency	1	2	3	4	5
3. Communication	1	2	3	4	5
4. Time Management	1	2	3	4	5
5. Behavior/ Attitude	1	2	3	4	5

Any other comments:

Signature:

Date: