

## CUSTOMER FEED BACK FORM

SEC-F-12



AN ISO 9001 : 2015 CERTIFIED COMPANY

## SUNTECH ENGINEERING CORPORATION

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CUSTOMER: KARNATAKA POWER CORPORATION LIMITED DATE: 12.07.2022

PO NO: MDPH/EE (O&amp;M) Mani/jo/15902/443 PO DATE: 20.12.2021

ITEM: REFURBISHMENT OF TURBINE GUIDE BEARING SHELL

PERSON CONTACTED: EXECUTIVE ENGINEER (O&amp;M) Mani SEC Ref: SEC/CFBF/005/22-23

We value your feedback, help us to evaluate our services and continuously improve to serve you better.

Please rate Suntech Engineering Corporation performance with a tick (✓) in the blank cell. Tick in only one cell per parameter.

Sr. No.	Parameter	Performance/ Satisfaction Level			
		Excellent	Good	Average	Below Average
		10-09	08-06	05	04-01

## A WHEN DEALING WITH US:-

1	Ease of accessibility to us on telephone/ mobile/ fax?	9			
2	Do we make you reasonably aware of Suntech Engineering Corporation services?	9			
3	Do you receive our offer in time?	10			
4	Do you consider our offers as clear, Competitive comprehensive?		8		
5	Understanding with requirements & Approach of our Representative.		8		

## B IN RELATION TO OUR SERVICES :( PRODUCT /COMMISSIONING/SOLUTIONS/QUALITY )

5	Do we review your Tech. Requirements/QAP/DRGS in a timely manner?	9			
6	Product Quality.	9			
7	Did Suntech Engineering Corporation extend adequate coverage of inspection services as per requirement?		8		
8	How do you perceive the quality of our Report / Certificate?	9			
9	Adherence to Delivery	9			
10	Packing Quality & mode of Dispatch.	10			
11	How was our response to any clarification/issues after the completion of the work?	10			

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12	The overall value of Suntech Engineering Corporation Product?	10			
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C YOUR PERCEPTION ABOUT US:-

13	Does Suntech Engineering Corporation name/brand add value to your products?	9			
14	Would you like to associate with Suntech Engineering Corporation again for your future projects ?	9			

May we know how long have you been availing Suntech Engineering Corporation Products? *from 2021*

Final Rating (Product/Service/Brand recommendation): Please tick / cross.

1	2	3	4	5	6	7	8	9	10
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Your comments/suggestions/remarks:

This is to certify that "SUNTECH ENGINEERING CORPORATION" has Manufactured and supplied "REFURBISHMENT OF TURBINE GUIDE BEARING SHELL" to us and was found to have satisfactory performance the product was fine finished and fulfilling our requirements.

We have received good engineering, Communication and co-ordination from "SUNTECH ENGINEERING CORPORATION".

It is also certified that above Purchase Order was successfully completed.

*[Handwritten Signature]*  
Customer's Signature

Name & Designation *S.B. Shastri*  
Stamp of Customer: *EE (O&M) Mani - KPCL*

EXECUTIVE ENGINEER(O&M)  
Mani Dam Power House  
Karnataka Power Corporation Ltd.,  
MASTHIKATTE - 577 425