

CUSTOMER FEED BACK FORM

SEC-F-12



9001:2015



AN ISO 9001 : 2015 CERTIFIED COMPANY

SUNTECH ENGINEERING CORPORATION

Page 1 of 2

CUSTOMER: THE TINPLATE COMPANY OF INDIA LTD DATE: 17.11.2022

PO NO: 4700010831

PO DATE: 31.05.2022

ITEM: RE-BABBING OF WHITE METAL BEARING

PERSON CONTACTED: Mr. AJIT KUMAR SINGH SEC Ref: SEC/CFBF/013/22-23

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

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 10-09	Good 08-06	Average 05	Below Average 04-01

A WHEN DEALING WITH US:-

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

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

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

CUSTOMER FEED BACK FORM

SEC-F-12



9001:2015



AN ISO 9001 : 2015 CERTIFIED COMPANY

SUNTECH ENGINEERING CORPORATION

Page 1 of 1

12	The overall value of Suntech Engineering Corporation Product?	<input checked="" type="checkbox"/>	
----	---	-------------------------------------	--

C YOUR PERCEPTION ABOUT US:-

13	Does Suntech Engineering Corporation name/brand add value to your products?	<input checked="" type="checkbox"/>	
14	Would you like to associate with Suntech Engineering Corporation again for your future projects ?	<input checked="" type="checkbox"/>	

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

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

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Your comments/suggestions/remarks:

This is to certify that "SUNTECH ENGINEERING CORPORATION" has Manufactured and supplied "RE-BABBING OF WHITE METAL BEARING" 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.

Customer's Signature *Reha Qureshi*
 Name & Designation *(Asst. Manager)*
 Stamp of Customer *CRM - E&E*