



CUSTOMER SATISFACTION SURVEY SUMMARY

(YEAR)..... BANGKOK CRYSTAL RECEIVED THE RESULTS OF ITS **"CUSTOMER SATISFACTION SURVEY"** (QF-M5-018 NO.03) CONDUCTED BY EXPORT DEPARTMENT ON OUR PRODUCTS FROM CUSTOMERS.

SCORING RUBRIC: IF THE CUSTOMER ANSWER "5" AND/ OR "4" OVER / EQUAL 80 %, IT WILL BE CONSIDERED TO BE "PASSED". ON THE OTHER HAND, IF THE RESULTS UNDER 80 %, IT WILL BE CONSIDERED "FAILED" WHICH MEANS WE HAVE TO IMPORVE OUR SERVICE / PRODUCT.

NUMBER OF REPONSDENTS THE SURVEY RESULTS AS THE BELOW:

SATISFACTION RATING

- | | |
|----------------------------|-------------------------|
| 5 = Exceeded Expectations | 4 = Fully Satisfied |
| 3 = Average | 2 = Partially Satisfied |
| 1 = Completely Unsatisfied | |

STAFF CONTACT

Topic	5	4	3	2	1
Did you receive polite and cordial assistance?					
Was the staff professional?					
Did the staff assistance meet your needs?					
TOTAL					
PERCENTAGE (%)					

ASSISTANCE / SERVICE

Topic	5	4	3	2	1
Was the staff timely?					
Was the assistance from the staff complete and accurate?					
Did the assistance add value to your activity?					
TOTAL					
PERCENTAGE (%)					

PRODUCT

Topic	5	4	3	2	1
Overall, how satisfied are you with our glass block?					
Please rate your overall opinion about the quality of our glass block					
Compared the quality of our product to other company, they are					
TOTAL					
PERCENTAGE (%)					



CUSTOMER SATISFACTION SURVEY SUMMARY

SHIPMENT

Topic	5	4	3	2	1
Did you receive the shipment in a timely manner?					
Did you satisfy with our package and how the goods were packed?					
TOTAL					
PERCENTAGE (%)					

SUMMARY SURVEY RESULTS:

TOPIC	PASSED	FAILED
STAFF CONTRACT		
ASSISTANCE / SERVICE		
PRODUCT		
SHIPMENT		

COMMENTS:

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EXPORT MANAGER