

1 Name of Company: _____

2 Address: _____

3 Customer Representative : _____ 4 Title: _____

5 Contact details:

a. Telephone no.: _____ b.Fax no.: _____

c. E-mail address: _____

Please tick (✓) in the appropriate column

1. Please rank the following attributes related to product.

	Very poor	Somewhat satisfactory	About average	Very satisfactory	Superior
Meet product requirement					
Meet product specification					
Meet product standard					
Cost of product					
Quality of product					
Packing Quality					
Labelling system					
Product Innovation development					

2. How would you rate Preformed Line Products (Malaysia) Sdn. Bhd.'s efficiency in handling customer complaints?

	Very poor	Somewhat satisfactory	About average	Very satisfactory	Superior
Response Lead-time					
Replacement lead-time					
Support on urgent request					
Quality of report (root cause analysis)					

3. Please rank the following attributes related to delivery

	Very poor	Somewhat satisfactory	About average	Very satisfactory	Superior
Delivery lead time					
Delivery on time					
Delivery correct product					
Support to urgent delivery/schedule changed					
Quality of shipping documentation					
Handling of goods					

4. Overall Performance of Preformed Line Products (Malaysia) Sdn. Bhd.

	Very poor	Somewhat satisfactory	About average	Very satisfactory	Superior
Overall support from Operations					
Do you consider Preformed Line Products (Malaysia) Sdn. Bhd. a good business partner?					

Comment / Suggestion for our improvement:

Preformed Line Products (Malaysia) Sdn. Bhd. APPRECIATED YOUR TIME FOR COMPLETING THIS SURVEY