

FARS NOV Cement Company

Form of Measuring Customer Satisfaction



No.

Date

Annex:

Dear customer: Before completing the form, please carefully read the items mentioned on the back of it.

Customer group: agents Mass producers Unions and Industries of Cement Transportation Civil Projects	Type and kind of cement purchased by the customer: Bulk Bag Type 1 Type 2 Others:.....
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Scoring Guide	It is an excellent and satisfying	It is good	It is better to be corrected	It is weak and need to be improved	It is bad and should be corrected	Degree of importance	
						1-less important	2. Important

Scoring Limitations	80-100	60-80	40-60	20-40	0-20	Degree of importance	Descriptions
	Measures/ Indicators						

Quality of product	Your satisfaction with the quality of the product						
	Diversity evaluation of the products in your selection						
	Evaluation of packaging (in case of buying cement in bags)						
Quality of services	Order and arrangement of the workplace decoration						

	The time spent for receiving services							
	Waiting time for delivery of cement							
	Accountability quality working officials (accuracy and precision)							
	Your satisfaction with the technical information presented in the fields of product Profile, safety and environmental aspects							
Staff behavior	Your satisfaction with behaviour of entrance door guardian							
	Your satisfaction with behaviour of							

	authorities and sales Unit workers							
	Your satisfaction with behavior of authorities and workers of financial unit							
	Your satisfaction with of staff and drivers of transportation companies							
Total score (to be completed by the assessor)								
Are you interested in purchasing again from Fars Nev Cement Company? If the answer is negative, please indicate your reasons. Yes No								
What other products and services can be provided by this company to meet your needs? Products: Cement Type 3 Cement Type 5 Services: Laboratory Educational Technical Services								
Please offer any correction and suggestions to improve the satisfaction with the company.								

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Dear Form Filler / Dear Customer

Please allocate a small amount of your time to fill out the form to help us in our big goals, i.e your satisfaction.

Evaluation factors are classified in 3 categories : Product quality, service quality and employee behavior based on the quality policy of FARS NEV Cement Company

Therefore, given scores are considered as evaluation criteria , the most important criteria in evaluating the improvement in the activities of this industry and the highest level of customer satisfaction. So these scores are calculated at different stages and are operate quantitatively in setting and studying diagrams and indices. Please be sure that you use numbers (scores) within a specified range instead of th marks in related columns.

Moreover, scores are considered in such a way that provides an extended selection opportunities for form filler. For example, at the highest level of satisfaction it is also possible ti choose a range of numbers from 81 to 99. This means that maximum level of satisfaction requirement is no 100.

Also by identifying the degree of importance of each criteria please show the extent to which a criterion is important to you.

This ensures that your comments are very important to us and and they will be used in our present and future plans.

If you like you can leave your name and contact numbers to contact you in order to use your suggestions. Most comments will be benefited.

In each course of the evaluation, some gifts will de granted to those who have completed the form.