



ASHRAF PLASTIC WORKS

PAKISTAN'S LARGEST PP CABLE FILLER MANUFACTURER

Chattha Colony Jaranwala Road Opp. OOTCL Petrol Pump Near Phool Mandi Saggian by-pass Lahore.

Contact: 042-37925070

Visit Us at: www.AshrafPlasticWorks.com

CUSTOMER FEEDBACK FORM

Date: ___/___/_____

Time: ___:___ am/ pm

Customer Name: _____

Location: _____

Mobile:

Tel:

Compliment Suggestion Complaint

(Please tick on appropriate box, 1 for below averages and 5 for excellent) (Please choose one option for qualitative markings)

DESCRIPTION	1	2	3	4	5
Level of services of APW's Administration					
Level of product of APW					
Level of charges structure o APW					
Level of quality of APW					
Level of staff communication					
Level of response time					
Level of overall satisfaction					
	Always	Usually	Sometimes	Never	Not Applicable
When I had a question, it was answered promptly.					
Management is knowledgeable about its services.					
I received my orders when they were promised.					
We treat you like we want your business.					
The Filler Yarn received met my quality requirements.					
I received my Filler yarn in good condition (packaging).					
APW personnel are friendly, courteous, and responsive to my needs.					
My order was processed accurately.					
I receive Quotes in a timely manner.					

How long have you been a user of our services?

- Less than 1 year
- 1-2 years
- 3-5 years
- More than 6 years

How would you rate the quality of our Customer Services NOW in comparison with the quality of Customer Service you experienced when you first became a customer?

- Significantly better
- Slightly improved
- About the same / similar
- Significantly worse

Please tell us how we might better serve you in the future:

Name & Signature: _____

For Office Use Only

Review by Department Head Customer Coordination for forwarding to concerned departments

Concerned Departments:

Customer Services

Name: _____ Signature: _____ Date: ___/___/_____ Time: ___:___ am/pm

NCR Log Ref. No: _____