



## Dynatech Tools and Devices (Bengaluru) Pvt. Ltd.

Plot No. 45, Road No 1, Aerospace Park, KIADB Industrial Area, Devanahalli, Bengaluru- 562129

### Satisfaction Survey Form

To,

Trishul Machine Tools Pvt. Ltd.

Dear Supplier,

With the perception of the degree to which our needs & expectations are met. Please find the below Satisfaction Form.

Thanking you,

Mr. K.V Hemanth – Director

For Dynatech Tools and Devices (Bengaluru) Pvt. Ltd.

Sl. No.	Aspects	Rating				
		Very Good	Good	Average	Bad	Very Bad
1	Quality of Product		✓			
2	Timely Delivery	✓				
3	Response to Queries		✓			
4	Solving the Complaints		✓			
5	Providing alternate Solutions			✓		

Calculation of Satisfaction Index

Give the following marks:

Very good – 5, Good – 4, Average – 3, Bad – 2, Very bad – 1.

Total the marks obtained. Divide the same by 25 (max marks that can be obtained) and then multiply by 100 to get the customer satisfaction index.

Total Marks Obtained – 20

Maximum Marks – 25

Customer Satisfaction Index – 80

Signature of Customer Representative