

CUSTOMER FEEDBACK FORM


Client Name	: <u>WILHELMSON SHIP MANAGEMENT</u>
Project Name	: <u>GLEN CANYON BRIDGE.</u>

For each item identified below, interview the client's representative during project closing meeting to solicit feedback. Indicate the rating given by the client representative in the 'Rating' column. Additional comment from the client, if any, should be recorded in the 'Remarks' Column.

SN	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements	✓				
2	Ability to meet project delivery schedule	✓				
3	Responsiveness to request for services, problem and complaint	✓				
4	Staff professionalism and competence	✓				
Overall rating		<u>V-GOOD</u>				

Remarks :

Likelihood to make repeat order : ✓
YES / NO

Feedback by [sign] : 

Name : A.A.K. BAGE

Job Title : CIE

Date : 24/02/2011



CUSTOMER FEEDBACK FORM

Client Name : APL MARITIME LTD.
Project Name : APL PEARL

For each item identified below, interview the client's representative during project closing meeting to solicit feedback. Indicate the rating given by the client representative in the 'Rating' column. Additional comment from the client, if any, should be recorded in the 'Remarks' Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements	✓				
2	Ability to meet project delivery schedule	✓				
3	Responsiveness to request for services, problem and complaint	✓				
4	Staff professionalism and competence	✓				
Overall rating						

Remarks :

Likelihood to make repeat order : YES / NO

Feedback by [sign] :

Name :

Job Title :

Date :

Bradford Dilla
 BRADFORD DILLA
 CHIEF ENGINEER
 2/23/10



CUSTOMER FEEDBACK FORM

Client Name : AET SHIPMANAGEMENT (SINGAPORE) PTE LTD.

Project Name : EAGLE OTOME

For each item identified below, interview the client's representative during project closing meeting to solicit feedback. Indicate the rating given by the client representative in the 'Rating' column. Additional comment from the client, if any, should be recorded in the 'Remarks' Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements		✓			
2	Ability to meet project delivery schedule		✓			
3	Responsiveness to request for services, problem and complaint		✓			
4	Staff professionalism and competence		✓			
Overall rating		VERY Good				

Remarks :

Likelihood to make repeat order : Y YES / NO

Feedback by [sign] :

Handwritten signature

Name :

O. Koval

Job Title :

cto

Date :

25 MAR 2011



CUSTOMER FEEDBACK FORM

Client Name : APL

Project Name : APL SPINEL

For each item identified below, interview the client's representative during project closing meeting solicit feedback. Indicate the rating given by the client representative in the 'Rating' column. Addition comment from the client, if any, should be recorded in the 'Remarks' Column.

SN	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements		✓			
2	Ability to meet project delivery schedule		✓			
3	Responsiveness to request for services, problem and complaint		✓			
4	Staff professionalism and competence	✓				
Overall rating			✓			

Remarks :

Likelihood to make repeat order :

YES / NO

Feedback by (sign) :

Jbr

Name :

DROAN BELIC

Job Title :

MASTER

Date :

7 APRIL 2011



CUSTOMER FEEDBACK FORM

Client Name : RAFFLES SHIP MANAGEMENT SERVICES PTE LTD

Project Name :

For each item identified below, interview the client's representative during project closing meeting solicit feedback. Indicate the rating given by the client representative in the 'Rating' column. Addition comment from the client, if any, should be recorded in the 'Remarks' Column.

SN	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements		✓			
2	Ability to meet project delivery schedule	✓				
3	Responsiveness to request for services, problem and complaint		✓			
4	Staff professionalism and competence		✓			
Overall rating						

Remarks :

Likelihood to make repeat order :

(YES) NO

Feedback by (sign) :



Name :

PETER CHEW

Job Title :

TECHNICAL SUPERVISOR

Date :

11/03/11



CUSTOMER FEEDBACK FORM

Client Name : Sembawang Shipyard
 Project Name : Taurus Jaya

For each item identified below, interview the client's representative during project closing meeting to solicit feedback. Indicate the rating given by the client representative in the 'Rating' column. Additional comment from the client, if any, should be recorded in the 'Remarks' Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements		✓			
2	Ability to meet project delivery schedule		✓			
3	Responsiveness to request for services, problem and complaint		✓			
4	Staff professionalism and competence		✓			
Overall rating		Very good				

Remarks :

Likelihood to make repeat order : YES / NO

Feedback by (sign) : Yes

Name : K. N. Subash

Job Title : Asst. Manager

Date : 21 | 2 | 2011

