



KURNIA EKUITI SDN. BHD.
CUSTOMER SATISFACTION SURVEY FORM

Name of Customer: _____

Dear Customer,

Our goal is to be the best supplier of goods and services to you. As our customer, your constructive comments would be greatly appreciated in order to help us continuously improve our service to you. Please rate our service by circling on a scale of 1 to 5 with the highest number representing more satisfaction and '5' being fully satisfied, and the lower numbers representing relatively little satisfaction, '1' mean no satisfaction.

NO.	CRITERIA	NO SATISFIED → FULLY SATISFIED				
A. TIMELINESS & RELIABILITY OF DELIVERY						
1	On – Time Delivery	1	2	3	4	5
2	Respond promptly	1	2	3	4	5
3	Provides accurate information / parts / service	1	2	3	4	5
4	Service is there when needed	1	2	3	4	5
5	Short lead time	1	2	3	4	5
SUB – TOTAL A						
B. QUALITY OF PRODUCT & SERVICES						
1	Provides 100 % quality product / services	1	2	3	4	5
2	Accepts responsibility of quality works	1	2	3	4	5
3	Request constructive improvement	1	2	3	4	5
4	Positive feedback	1	2	3	4	5
5	Functionality of product	1	2	3	4	5
SUB – TOTAL B						
C. RESPONSIVE TO CUSTOMER NEEDS						
1	Good listener	1	2	3	4	5
2	Deliver to point of use	1	2	3	4	5
3	Review change with customer	1	2	3	4	5
4	Competitive cost	1	2	3	4	5
5	Is always there when needed	1	2	3	4	5
SUB – TOTAL C						
D. COMMUNICATION WITH CUSTOMER						
1	Communication clear	1	2	3	4	5
2	Positive attitude	1	2	3	4	5
3	Understand customer needs	1	2	3	4	5
4	Develops new idea with customer	1	2	3	4	5
5	Maintain regular communication	1	2	3	4	5
SUB – TOTAL D						
TOTAL A + B + C + D						

CUSTOMER COMMENT :	
NAME : COMPANY : POSITION : DATE :	SIGNATURE