



Doc. Ref.: CFF_01
Issue Date: 23/11/06
Issue No.: 1

Customer Feedback Form

Organisation:.....
 Phone:..... Fax:..... Address:.....

- How did you come to know about NEEK?
 Enquiries____ Friends____ Internet____ Others____
- Had you made enquiries with others transformer manufactures/suppliers? **Yes / No**
- What factors of NEEK transformer made you to choose it?
 (Please tick as appropriate)
 Quality: Price: Service Backup: Brand Reliability: Easy Availability
- Were your expectation met by NEEK transformer? **Yes / No**
- Was your transformer delivered on time? **Yes / No**
- How do you rate NEEK' s price with respect to its quality?
 a. Low b. Reasonable c. Expensive d. Very Expensive
- Please evaluate NEEK's Performance (4 for excellent and 0 for poor)
 a. On time delivery_____ b. Product quality and performance _____
 c. Warranty _____ d. After sales support _____
 e. Product information (safety installation, handling instructions) _____
 f. Service quality _____ g. Service response _____
- How many times did you seek support during warranty period? _____
- Did NEEK servicing team solve your problem? **Yes / No**
- If not, were there any follow - ups for solving your problem ultimately? **Yes / No**
- When calling NEEK during office hours how often did the right person respond?
 a. Always b. Sometimes c. Never
- Are there any factors that you are dissapointed with NEEK? If yes please list out:

- Are you interested to buy NEEK transformer again? **Yes / No / Not sure**
- If not interested, Which could be the best alternatives company / product? _____
- What are the reason to choose that? _____

- Would you recommend others to buy NEEK transformers? **Yes / No**
- Do you follow a routine service / maintanance schedule? **Yes / No**
- Please suggest and comment us for improvement (At least two)
 a. _____
 b. _____

Note: Please fill the customer feedback form and fax or post it back to NEEK, Head office, tripureshwor Teku
 Fax no. 0977-1-4253612, only after 6 months from the installation of the transformer (in case of new client).
 Old clients are requested to respond us as soon as possible.

Details of the NEEK transformer at your site:	
Unit:_____	kVA:_____
Voltage System:_____	
Year of purchase:_____	Type: Normal / OLTC

On behalf of the Customer:
Name: _____
Designation: _____
Date: / / A.D.
 dd/ mm/ yyyy

Signature: _____