

THE WEST COAST PAPER MILLS LTD  
CUSTOMER SATISFACTION INDEX  
(FOR GOVERNMENT INSTITUTIONS)

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Name of Govt. Institutions :

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Date :

Zone :

Please rate on a scale of 1 to 4 & suggest improvements for each of the parameter specified below.

**(Rating - 1 = Excellent, 2=Good, 3=Fair & 4=Bad / Poor)**

SL No	Assessment Parameter	Rating	Key Improvement areas & Suggestions
1	Commitment to provide products specified by the Government Institution/s and agreed by Mills		
2	Product Quality (as compared to our competitors) please mention the name whose product, quality is better than ours.		
3	Consistency in Product Quality		
4	Quality of our Product Packaging		
5	Timely delivery of our Products		
6	In case of delayed delivery whether advance intimation sent or not.		
7	ISO 9001 certified Company Image.		
8	Timely provision of information regarding price modifications, new product introduction etc.,		
9	Timely response on status of pending orders		
10	Compliance of statutory / legislative requirements / rules & regulations.		
11	Timely resolution of customers problem		

SIGNATURE OF CUSTOMER