



# Diamond Infosystems Ltd.

WORLD IS OUR ENTERPRISE – YOUR PROCESS IS OUR BUSINESS”

## Customer Satisfaction Review

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Month & Year: \_\_\_\_\_

**Note: Each criteria should be rated on a scale of 1 to 100 (100 being maximum).**

**\*Please write NA if rating is not applicable**

**Ratings: Poor -> 1-2, Average -> 2-4, Good -> 4-6, V Good-> 6-8, Excellent-> 8-10**

Sr.No	Description	Rating (1 - 10)
1	Attendance of Engineer(s).	
2	Response Time taken to attend Service Calls.	
3	Turn Around Time taken for resolving Service Calls.	
4	Technical Competence of Engineer (s).	
5	Attitude of Engineer(s).	
6	Turn Around Time taken for Spares Replacement/ Replenishment.	
7	Efficiency of Co-ordination on Service front at Multi locations.	
8	Effectiveness of Service Review meetings.	
9	Value Additions given during the Service period been beneficial.	
10	Probality of retainning CMS for the existing Services.	
<b>Total</b>		

Suggestions on Improvements / Enhancements to the Services being provided.

\_\_\_\_\_  
\_\_\_\_\_

Customer Name: \_\_\_\_\_

Customer Contact NO: \_\_\_\_\_

Signature & Date

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