



Suryasys Management Consultants Pvt. Ltd.
146, Bapuji Nagar, Bhubaneswar-751009.
www.suryasys.in

Customer Feedback Report

Customer:	O & M Solutions Private Limited
Scope of service:	Consultancy for IMS (ISO 9001, ISO 14001 & OHSAS 18001) certification

1. How do you perceive the service delivery to you:

Parameter	Excellent(4)	Good(3)	Fair(2)	Poor (1)
Overall quality of job		√		
Timely completion of job	√			

2. How do you perceive our company:

Parameter	Yes	Sometimes	No
An organization with high level of competence	√		
An organization with commitment to add value to your system	√		
A professionally managed organization which protects your confidentiality	√		
A dynamic organization which adopts to the requirement of the system	√		

3. During tenure of our contract how many complaints did you rise in following categories:

Parameter	Nil	< 2	2 – 5	> 5
Quality of service	√			
Service Delivery	√			
Others (specify)				

4. Would you recommend our name to:

Parameter	Yes	No
New projects within your company	√	
Other customers out side your company who approaches you for your opinion.	√	

5. Pre-Contract :

Parameter	Excellent(4)	Good(3)	Fair(2)	Poor (1)
Understanding of your system requirements		√		
Cooperation during finalizing contract	√			

6. Post-Contract :

Parameter	Excellent(4)	Good(3)	Fair(2)	Poor (1)
Service provided exceeds your expectations & requirements.		√		
Our availability when you needed us	√			
Providing appropriate expertise		√		
Striking appropriate balance between service and value	√			

Suggestion (if any):

Contact person	Mr. Jogesh Shee	Signature & Seal	
Designation	Vice President & MR	Date	11/5/2013