



ISO 9001 : 2008 Certified



**EMTICI
ENGINEERING
LIMITED**

MARKETING & SERVICING COMPANY

CUSTOMER SATISFACTION SURVEY FOR THE YEAR 2012-13

KINDLY FILL UP THE DETAILS OF THE QUESTIONNAIRE AND RETURN BACK TO US AT

- **MARKETING (PRE SALES)**
- **POST SALES & SERVICES**

**EMTICI ENGINEERING LIMITED
CUSS - ISO CELL**

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**EMTICI
ENGINEERING
LIMITED**

MARKETING & SERVICING COMPANY

CUSTOMER SATISFACTION SURVEY

For ELECON Group Companies

CUSTOMER DETAILS:

Name of the Company	
Address	
Tel. No.	
Fax No.	
e-mail Address	
Location	
Respondent Name	
Designation	
Department	

REGION	Type of Customer
North	Customer Type (A)
West	Direct
South	Channel
East	Customer Type (B)
Central	OEM
	End user

Industry Segment:

Cement	Textiles
Chemical & petrochemicals	Food - Tea
Engineering	Pollution & Con
Paper & packaging	Fertilizers
Pharmaceuticals	Water Treatme
Plastic - Bottling and packaging	Railways
Power	Aerospace
Ports & Shipping	Flour Mills
Iron & steel	Sugar
Special Purpose Machines	Mining
Others _____	

A : Marketing (pre Sales) And Services

CUSTOMER SATISFACTION RATING

Please rate the following parameters and tick the appropriate box.

Q. 1) How do you rate our following PRE SALE activities?

	Excellent	V. Good	Good	Average	Poor
	[5]	[4]	[3]	[2]	[1]
• General Accessibility and Responsiveness	<input type="checkbox"/>				
• Understanding technical Requirements	<input type="checkbox"/>				
• Convenience in placing orders	<input type="checkbox"/>				
• Market knowledge	<input type="checkbox"/>				
• Technical competence	<input type="checkbox"/>				
• Proactive	<input type="checkbox"/>				
• Appearance of sales person	<input type="checkbox"/>				
• Presentation skills of sales person	<input type="checkbox"/>				

Q. 2) How do you rate our following Quotation/Offer Stage activities?

	Excellent	V. Good	Good	Average	Poor
• Price competitiveness	<input type="checkbox"/>				
• Contractual Terms	<input type="checkbox"/>				
• Documentation of contract	<input type="checkbox"/>				
• Comprehensiveness Of contract (critical info)	<input type="checkbox"/>				
• Quality of Quote(Technical)	<input type="checkbox"/>				
• Quality of Quote(Commercial)	<input type="checkbox"/>				
• Timeliness in Quotation	<input type="checkbox"/>				

Q. 3) How do you rate our following Application Engineering services?

	Excellent	V. Good	Good	Average	Poor
• Technical advice on product Selection	<input type="checkbox"/>				
• Availability of Drawings in offer	<input type="checkbox"/>				
• Online selection of products	<input type="checkbox"/>				
• Providing solutions to problems (Customized products)	<input type="checkbox"/>				
• Problem solving skills of Application Engineers	<input type="checkbox"/>				

Q. 4) How do you rate ELECON's IMAGE

	Excellent	V. Good	Good	Average	Poor
• Company Reputation	<input type="checkbox"/>				
• Technology Leader	<input type="checkbox"/>				
• Customer friendly	<input type="checkbox"/>				
• Customer oriented	<input type="checkbox"/>				
<u>Customer Relation:</u>					
• Expectations met at presales	<input type="checkbox"/>				
• Expectations met at delivery	<input type="checkbox"/>				
• Arranging the plant visit time to time	<input type="checkbox"/>				
• Building rapport	<input type="checkbox"/>				
• Proactive approach	<input type="checkbox"/>				
• Product updates	<input type="checkbox"/>				
• Updates on Manufacturing facilities	<input type="checkbox"/>				
• Regular follow ups	<input type="checkbox"/>				
• Overall professional relationship	<input type="checkbox"/>				
• Personal relationship	<input type="checkbox"/>				

B : Post sales and Services

CUSTOMER SATISFACTION RATING

Please rate the following parameters and tick the appropriate box.

Q. 1) How do you rate our following Order Execution and handling activities?

	Excellent	V. Good	Good	Average	Poor
• Order acceptance	<input type="checkbox"/>				
• Availibility of Drawings & Drawing features	<input type="checkbox"/>				
• Order monitoring	<input type="checkbox"/>				
• Timely Delivery	<input type="checkbox"/>				
• Receipt of Goods (Invoice, TC Certificate, packing list)	<input type="checkbox"/>				
• Packaging	<input type="checkbox"/>				
• Inspection Document/Reports	<input type="checkbox"/>				
• Effective communication	<input type="checkbox"/>				

Q.2) How do you rate our following After sales service activities?

	Excellent	V. Good	Good	Average	Poor
• Timely availably of personnel	<input type="checkbox"/>				
• Resolving the customer complains On time	<input type="checkbox"/>				
• Competence of service personnel	<input type="checkbox"/>				
• Customer complain handling facility	<input type="checkbox"/>				
• Service network	<input type="checkbox"/>				
• Ease of Repairs	<input type="checkbox"/>				
Spares:					
• Timely availability of spares	<input type="checkbox"/>				
• Response to ordering & supply of spa	<input type="checkbox"/>				
• Price	<input type="checkbox"/>				

Q. 3) How do you rate our Product Performance

	Excellent	V. Good	Good	Average	Poor
<u>Aesthetic appearance:</u>					
• Surface finish	<input type="checkbox"/>				
• Paint Quality	<input type="checkbox"/>				
• Packing Quality	<input type="checkbox"/>				
<u>Consistency of performance:</u>					
<u>Quality of Product:</u>					
• Minimum Temperature Rise	<input type="checkbox"/>				
• Minimum Vibrations	<input type="checkbox"/>				
• Minimum Noise Level	<input type="checkbox"/>				
• Minimum Oil Leakage	<input type="checkbox"/>				
• Long life	<input type="checkbox"/>				
• Power savings	<input type="checkbox"/>				
• Compactness	<input type="checkbox"/>				
<u>Product Reliability:</u>					
• Trouble free	<input type="checkbox"/>				
• Assistance during breakdowns	<input type="checkbox"/>				

Q. 8) Which are the key Improvement areas where there is scope for ELECON to improve upon?

IMPROVEMENT PARAMETERS	REASON FOR IMPROVEMENT

Stamp

Name & Signature

Please Return this Customer Satisfaction Survey form to :

CUSS-ISO Cell**EMTICI ENGINEERING LIMITED**

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ANNEXURE

POWER TRANSMISSION EQUIPMENTS

Please fill up the Size, Type/Model and Application of the current products you being using (Sheet 1/1)

GROUP	SR. NO.	PRODUCT	SIZE	TYPE / MODEL	APPLICATION
ELECON	1	HELICAL GEAR BOX			
		ELECON ET SERIES, UPTO SIZE 400			
		ELECON ET SERIES, ABOVE 400 SIZE			
		ELECON ET SERIES EXTRUDER GEAR BOX			
		ELECON EP SERIES, UPTO 42 SIZE			
		ELECON EP SERIES ,ABOVE 42 SIZE			
		ELECON EP SERIES EXTRUDER GEAR BOX			
		PLANETARY GEAR BOX			
		HIGH SPEED GER BOX			
		WIND MILL GEAR BOX			
		SPECIAL APPLICATION GEAR BOX			
	2	WORM GEAR BOX			
		CATALOGUE STANDARD WORM			
		SPECIAL WORM			
		LIFT GEAR BOX			
	3	COUPLING			
		FLUID COUPLING			
		GEARED COUPLING			
		FLEXIBLE COUPLING			
		SPECIAL COUPLING			
4	GEARED MOTOR				
	WORM GEARED MOTOR				
	SPECIAL MOTORISED UNIT				
PBL	1	HELICAL GEARED MOTOR/REDUCER - "P" SERIES			
	2	HELICAL GEARED MOTOR/REDUCER- "M" SERIES			
	3	HELIWORM GEARED MOTOR/REDUCER-HFS/HFA			
	4	HELIWORM GEARED MOTOR/REDUCER "C" SERIES			
	5	HELI BEVEL GEARED MOTOR/REDUCER-HB/HBA			
	6	HELI BEVEL GEARED MOTOR/REDUCER "K" SERIES			
	7	PARALLEL SHAFT HELICAL GEARED MOTOR/REDUCER - "F" SERIES			
	8	SPECIAL GEAR REDUCER			
	9	GEAR MOTOR			
	10	MOTOR MOUNT REDUCER			
	11	INLINE REDUCER			
	12	SPECIAL GEAR REDUCER			
	13	SPECIAL GEAR MOTOR			
	14	AL NU WORM GEAR BOXES			

ANNEXURE

MATERIAL HANDLING EQUIPMENTS

GROUP	SR. NO.	PRODUCT	ORDER NO.	M/C. NO.	APPLICATION
ELECON	1	Crawler Mounted Tripper			
	2	Twin Boom Stacker			
	3	Mobile Wagon Loader			
	4	Ship Loader			
	5	Stacker Reclaimer			
	6	Barrel Type Blender Reclaimer			
	7	Circular Type Stacker Reclaimer			
	8	Bridge Type Bucket Wheel Reclaimer			
	9	Bridge Type Scraper Reclaimer			
	10	Semi / Full Portal Scraper Reclaimer			
	11	Rotary Wagon Tippler			
	12	Rotaside Wagon Tippler			
	13	Hydraside Wagon Tippler			
	14	Wagon Marshalling Equipment			
	15	Side Arm Charger			
	16	Pusher Car			
	17	Apron Feeder			
	18	Paddle Feeder			
	19	Vibrating Feeder			
	20	Grizzly Feeder			
	21	Semi Mobile Crusher			
	22	Reversible Hammer Mill			
	23	Impactor			
	24	Double Roll Crusher			
	25	Ring Granulators			
	26	Feeder Screen			
	27	Roller Screen			
	28	Conveyor System			
	29	Travelling Tripper			
	30	Track Hopper			
	31	Bradford Breaker			
EIMCO	1	Pneumatically Operated			
	a	Tugger Hoist 210/211			
	b	Rocker Shovel Loader 12b,21b,40H&824			
	c	Hopper Loader 150 / 1000 B			
	2	Diesel Operated			
	a	912BLHD , 912 MK2LHD			
	b	413 & 415 LPDT			
	3	Electro Hydraulic			
	a	625 SDL , 611 ISL , 627 SDL			
	b	811 LHD , 912 ELHD & CTX4B			
	c	850 Coal Hauler			
	PEL-MHE	1	Mechanical Bagging Machine		
2		Microprocessor Bagging Machine			
3		Electric Wire Rope Hoist			
4		Automatic Wagon Loader			
5		Automatic Truck Loader			
6		Electromagnetic Separator			
7		Suspension / Permanent Magnet			
8		Belt Weigher			
9		Weigh Feeder			
10		Metal Detector			