



# CUSTOMER SATISFACTION SURVEY FOR THE YEAR 2012-13

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

■ **POST SALES & SERVICES**

**EMTICI ENGINEERING LIMITED  
CUSS - ISO CELL**

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[www.elecon.com](http://www.elecon.com)



[www.eimcoelecon.in](http://www.eimcoelecon.in)



[www.pbl.co.in](http://www.pbl.co.in)



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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	<b>Customer Type ( A )</b>
West	Direct
South	Channel
East	<b>Customer Type ( B )</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 _____	

# 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Availibility of Drawings & Drawing features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Order monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Timely Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Receipt of Goods (Invoice, TC Certificate, packing list)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Packaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Inspection Document/Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Effective communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Resolving the customer complains On time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Competence of service personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Customer complain handling facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Service network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Ease of Repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spares:					
• Timely availability of spares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Response to ordering & supply of spa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Q. 3) How do you rate our Product Performance

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

### Q. 4) Which are the key Improvement areas where there is scope for ELECON to improve upon?

IMPROVEMENT PARAMETERS	REASON FOR IMPROVEMENT

Stamp

Name &amp; Signature

Please Return this Customer Satisfaction Survey form to :

**CUSS-ISO Cell**

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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
<b>ELECON</b>	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				
<b>PBL</b>	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
<b>ELECON</b>	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			
<b>EIMCO</b>	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			
	<b>PEL-MHE</b>	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			