



ISO 9001 : 2000 Certified



**EMTICI
ENGINEERING
LIMITED**

MARKETING & SERVICING COMPANY

CUSTOMER SATISFACTION SURVEY : 2008-09

For ELECON Group Companies

Dear Customer,

As a part of Customer Satisfaction Survey, we annually approach you for finding out your views on the product performance and marketing/ after sales services for our group companies namely Elecon Engineering Co. Ltd., Power Build Ltd., Eimco Elecon India Ltd. and Power Build Elecon Gears Ltd.

The Customer Satisfaction Survey will enable us to improve our product on your requirement in view of change in your product line and improve method of working as well as it will give an insight of services expected from us and the change we have to undertake.

Please treat this Survey as part of your feed back to the company to focus on effectiveness in marketing/ after sales services of our products.

The rating of last six years and that of the last year are as given in Annexure-1. We are requesting you to fill the Questionnaire, attached herewith, thus we

On Behalf of Elecon Group Companies

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Web Site : www.emtici.co.in



www.elecon.com



www.eimcoelecon.in



www.pbl.co.in



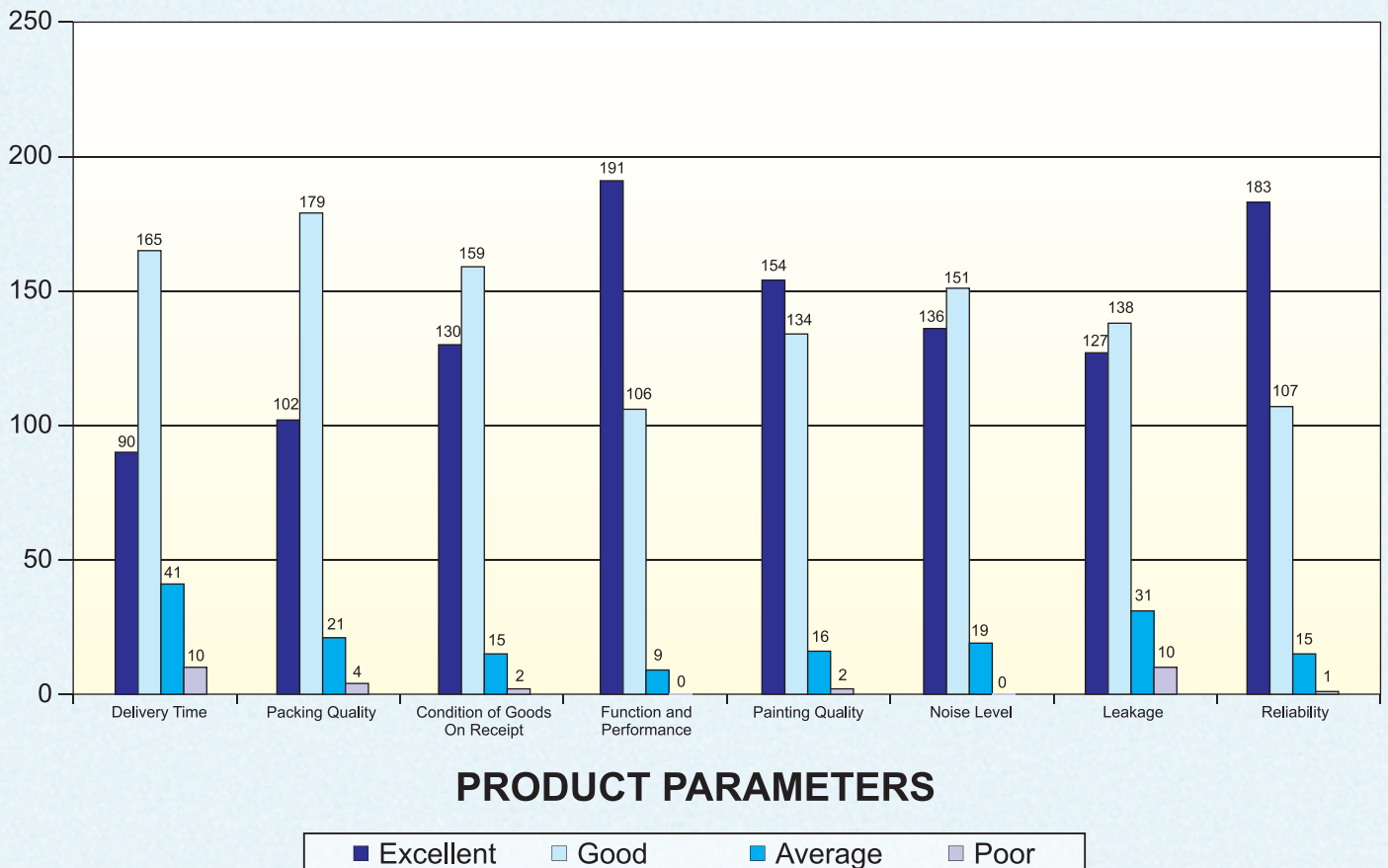
www.ringspann.com

RESULT OF CUSTOMER SATISFACTION SURVEY FOR THE YEAR 2007-08

A. Response on the Product Parameters :

Supply & Quality of Products	Excellent	Good	Average	Poor	Total
Delivery Time	90	165	41	10	306
Packing Quality	102	179	21	4	306
Condition of Goods on Receipt	130	159	15	2	306
Performance	191	106	9	0	306
Painting Quality	154	134	16	2	306
Noise Level	136	151	19	0	306
Leakage	127	138	31	10	306
Reliability	183	107	15	1	306
Average Rating	139	142	21	4	306
Customer Satisfaction Index (CSI)	91.83 %				

COMPARISON CHART FOR PRODUCT PARAMETERS



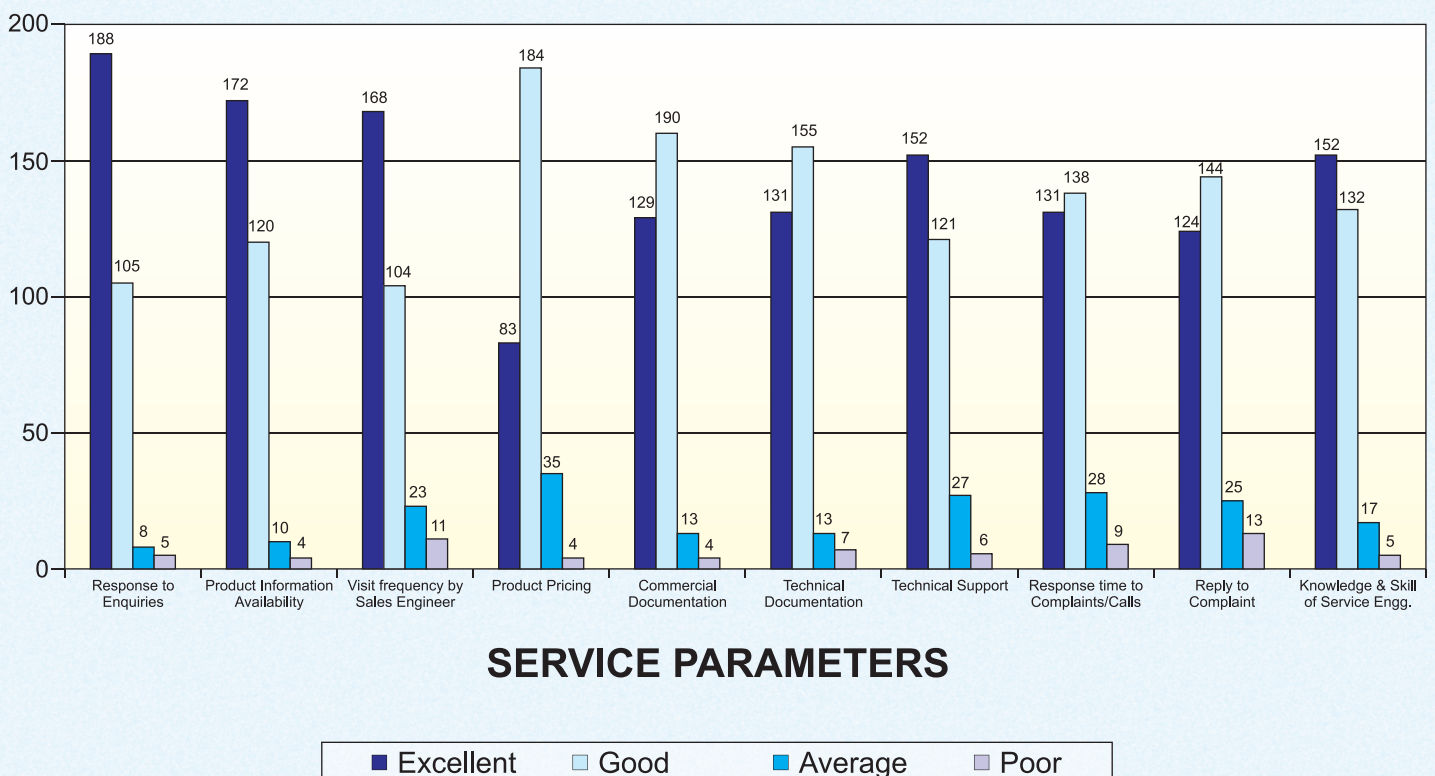
$$\text{Customer Satisfaction Index \%} = \frac{\text{No. of Respondent with Excellent \& Good Rating}}{\text{No. of Respondent}}$$

RESULT OF CUSTOMER SATISFACTION SURVEY FOR THE YEAR 2007-08

B. Response on the Service Parameters :

Products Supply & Quality	Excellent	Good	Average	Poor	Total
Response to Enquiries	188	105	8	5	306
Product Information Availability	172	120	10	4	306
Visit frequency by Sales Engineer	168	104	23	11	306
Product Pricing	83	184	35	4	306
Commercial Documentation	129	160	13	4	306
Technical Documentation	131	155	13	7	306
Technical Support	152	121	27	6	306
Response time to Complaints/Calls	131	138	28	9	306
Reply to Complaint	124	144	25	13	306
Knowledge & Skill of Service Engg.	152	132	17	5	306
Average Rating	143	136	20	7	306
Customer Satisfaction Index (CSI)	91.17 %				

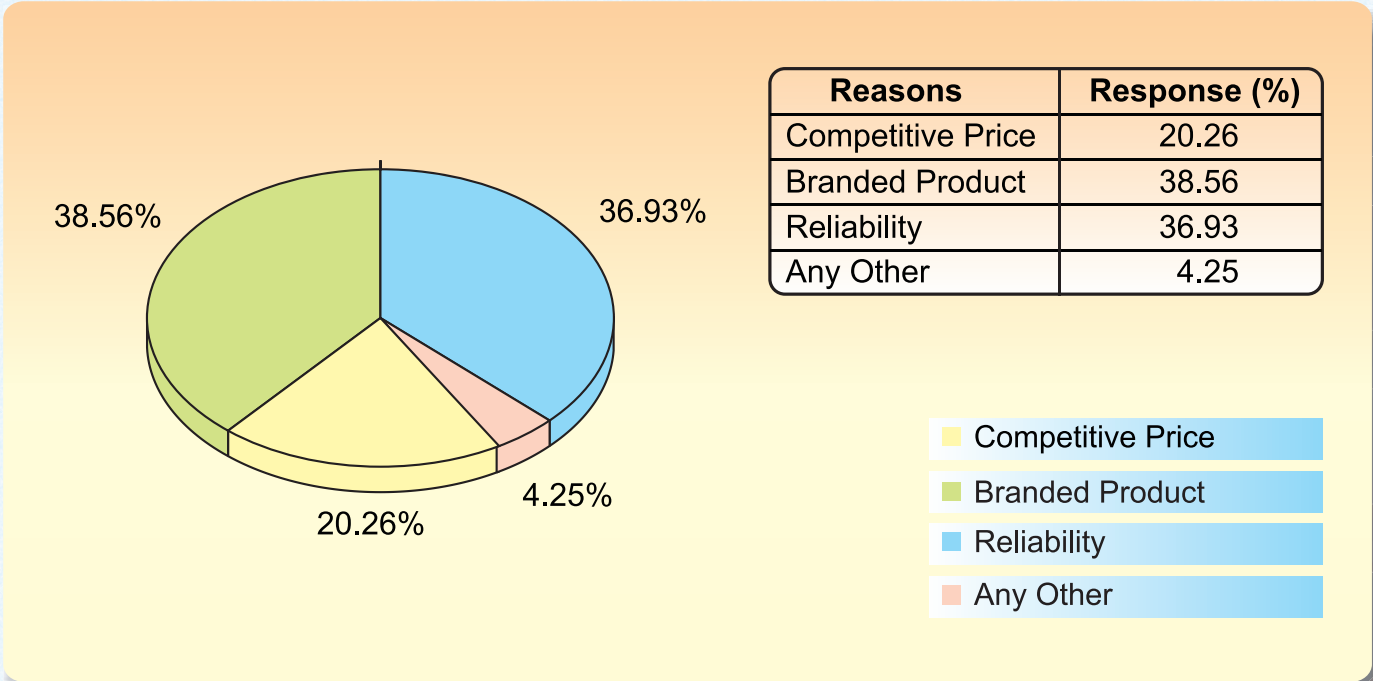
COMPARISON CHART FOR PRODUCT PARAMETERS



ANNEXURE - 1.1

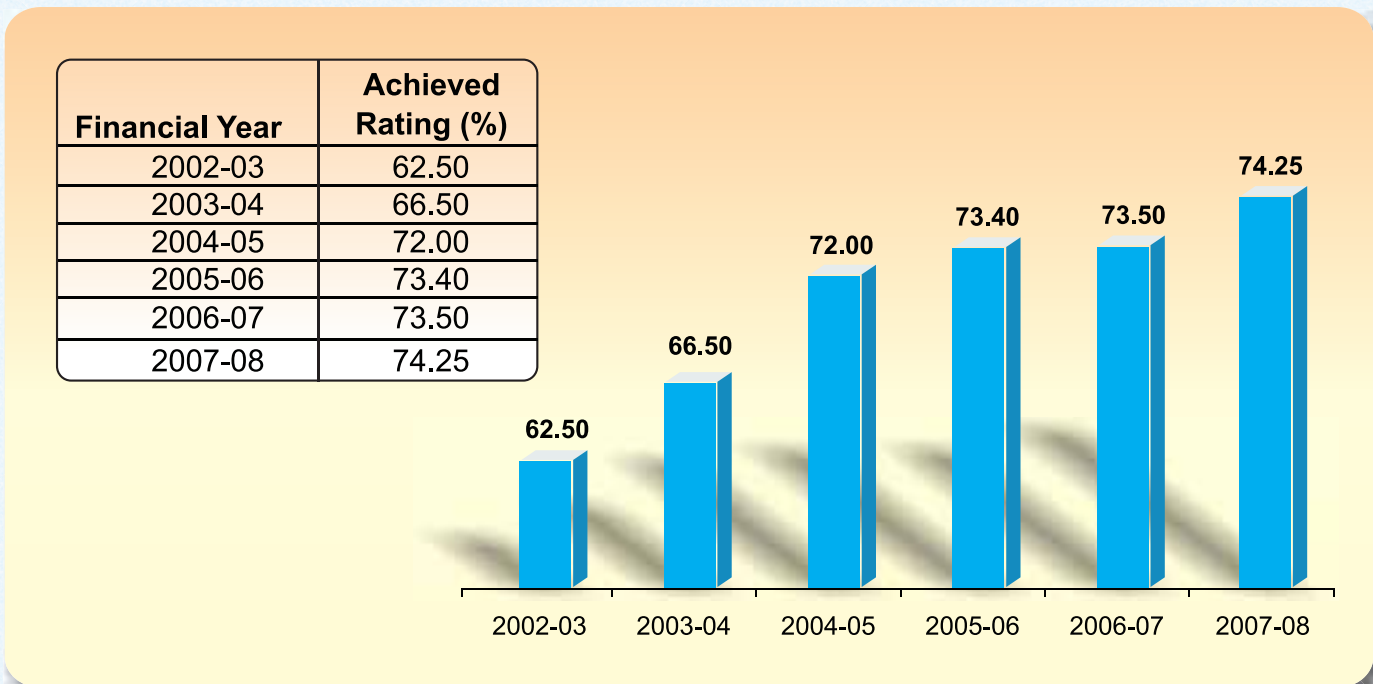
Main Reasons for using ELECON/PBL/PBEG/L/EIMCO Products

[Source : Customer Satisfaction Survey Conducted in the Year 2007-08 (Total Respondents=306)]



Rating of Products and Services based on Customer Satisfaction Survey

[Source : Customer Satisfaction Survey Conducted Last 6 Years)





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CUSTOMER SATISFACTION SURVEY FOR THE YEAR 2008 - 09

Kindly fill up the details
of the questionnaire and return
back to us at

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CUSTOMER SATISFACTION SURVEY

For ELECON Group Companies

1. CUSTOMER DETAILS

- a) Name of Organization : _____
- b) Address : _____

- c) City : _____
- d) Telephone No. : _____
- e) Fax No. : _____
- f) E mail ID : _____
- g) Name of the Contact Person and Designation : _____

h) Are you aware about the entire ELECON/PBL/PBEG/L/EIMCO product range ?

- Yes No

i) What is nature of Business ?

- OEM Actual User Any other

j) Please indicate the type of industry :

- Plastic Chemical Steel Textile
- Mining Food Processing Power Plant
- Sponge Iron Fertilizer Cement Others

k) Which ELECON/PBL/PBEG/ EIMCO product are you using ? (Please refer Annexure)

l) What is the main reason for using ELECON/PBL/PBEG/ EIMCO products ?

- Competitive Price Branded Product Reliability
 Any Other (Please specify)

2. CUSTOMER SATISFACTION RATING

Please rate the following parameters as per the rating codes and tick the appropriate box.

RATING CODES

	High	Medium	Low
Excellent	[10,	9,	8]
Good	[7,	6,	5]
Average	[4,	3,	2]
Poor	[-	1,	0]

a) How do you rate ELECON/PBL/PBEG/ EIMCO products on the following parameter ?

	Excellent			Good			Average			Poor	
	[10	9	8	7	6	5	4	3	2	1	0]
i) Supply of Product											
● Delivery time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Condition of Goods on receipt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii) Quality of Product											
● Function and Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Painting Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Noise Level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Leakage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b) How do you rate ELECON/PBL/PBEG/ EIMCO products on the following parameter ?

i) Marketing Services											
● Response to enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Product Information availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Visit frequency by Sales Engineers to your firm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Product Pricing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Commercial Documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Technical Documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii) After Sales Services											
● Technical Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Response time to complaints / Calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Reply to complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Knowledge and skill of service engineers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ANNEXURE

(Sheet 1/1)

POWER TRANSMISSION EQUIPMENTS

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			
PBEGl	1	GEAR MOTOR			
	2	MOTOR MOUNT REDUCER			
	3	INLINE REDUCER			
	4	SPECIAL GEAR REDUCER			
	5	SPECIAL GEAR MOTOR			
	6	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			
	PBL	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			