

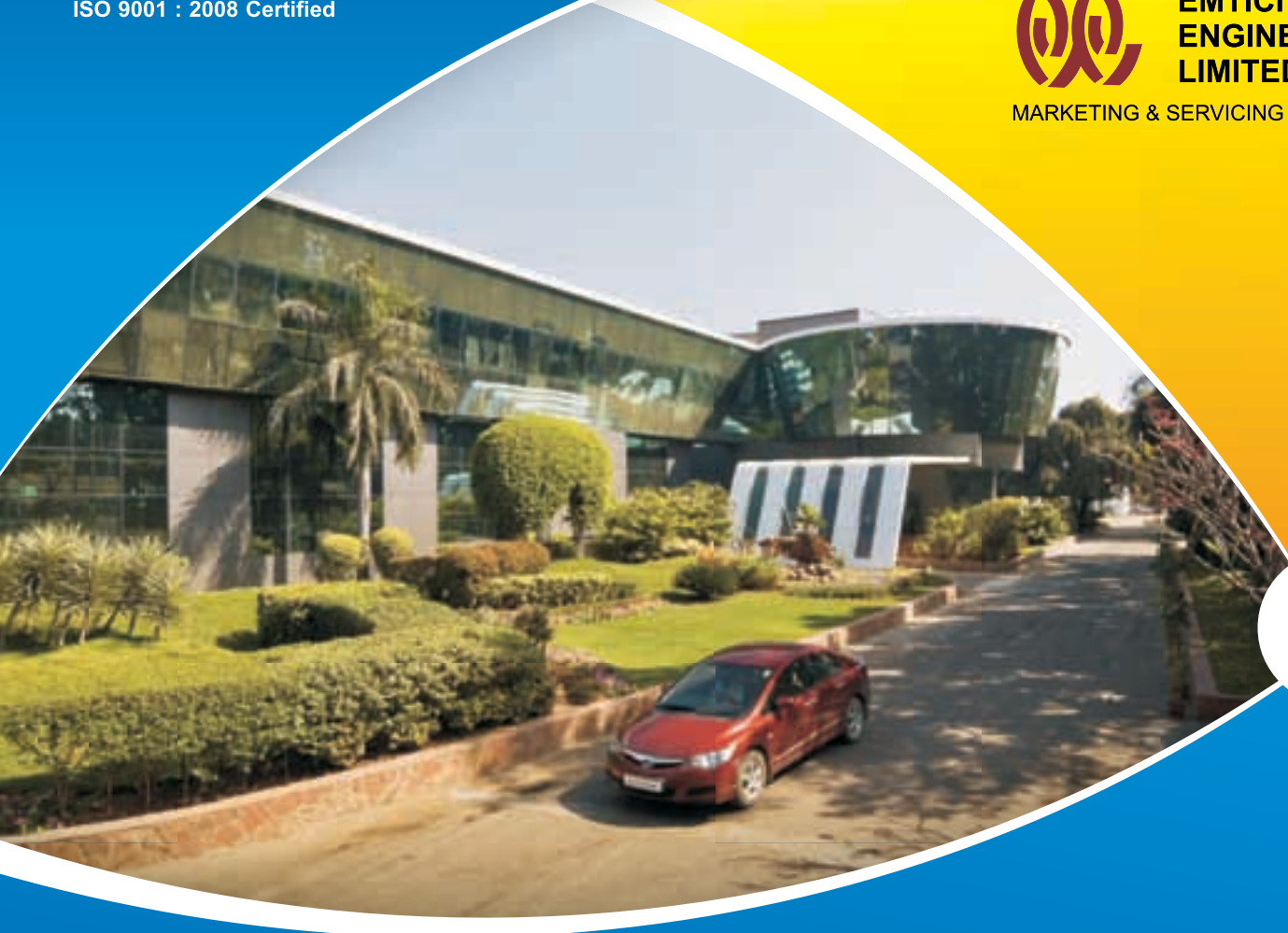


ISO 9001 : 2008 Certified



**EMTICI  
ENGINEERING  
LIMITED**

MARKETING & SERVICING COMPANY



## CUSTOMER SATISFACTION SURVEY 2009-10

**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.

This year we had conducted the Customer Satisfaction Survey for transmission division with nielsen - a world renowned marketing research on consumer behavior.

We thank you for your feed back and we continue to improve our products / service with your feed back

Once again requesting you to furnish the feedback on attached Questionnaire, thus we can conduct the Customer Satisfaction Survey for the Year 2009-10 successfully.

### For ELECON Group Companies

Registered Office :

**EMTICI ENGINEERING LIMITED**

Anand - Sojitra Road, Vallabh Vidyanagar-388120. Phone : (02692) 230168/231125,

Fax : (02692) 236508 , E-mail : [cuss@emtici.elecon.com](mailto:cuss@emtici.elecon.com) , Web Site : [www.emtici.co.in](http://www.emtici.co.in)



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



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



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



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

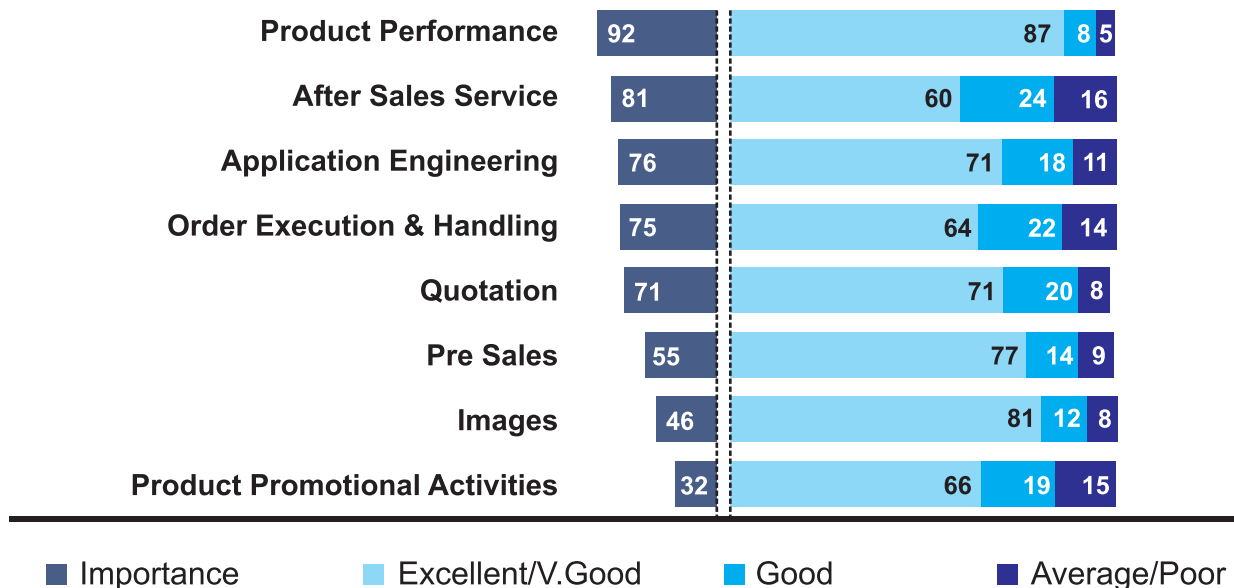


[www.ringspann.com](http://www.ringspann.com)

## RESULT OF CUSTOMER SATISFACTION SURVEY FOR THE YEAR 2008-09 BY NIELSEN

### OVER ALL

Driver Vs. Performance:



Base: (577)

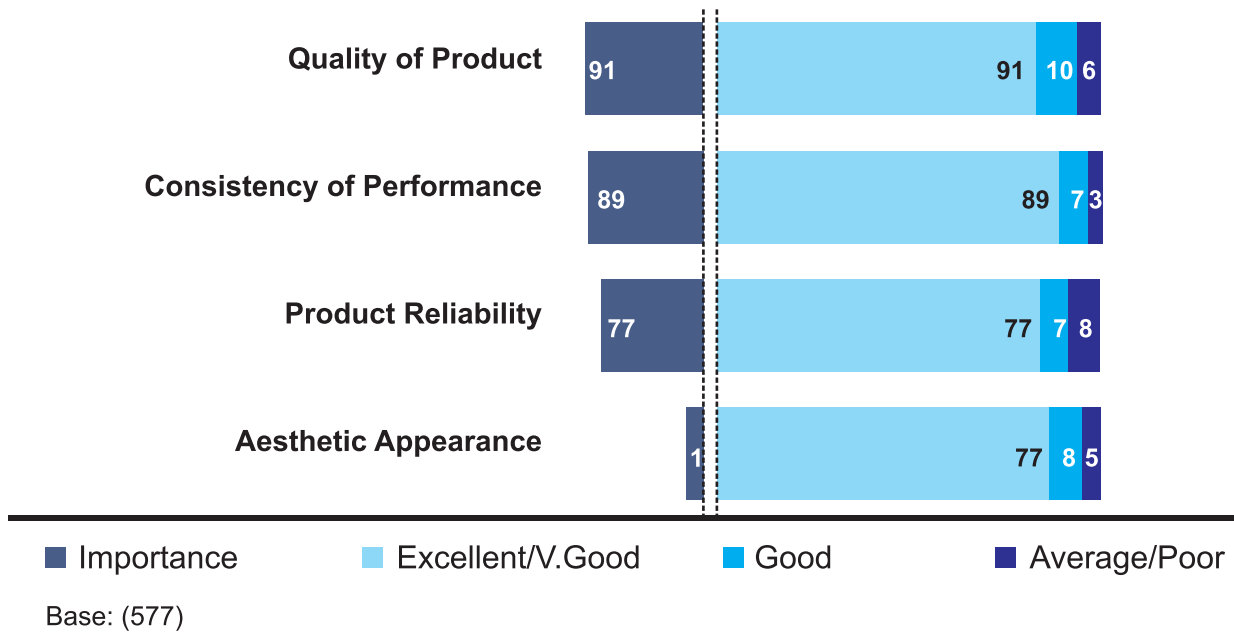
The bar to the left side of the graph indicates the importance level of the attributes in the minds of the customer, and the bars to the right side indicates the performance of ELECON against the attributes, where Blue indicate the strong Satisfaction level and Dark Blue indicating the dissatisfaction level for the attribute

Product Performance Get The Highest Rating Of 87% , 502 Respondents From A Base Of 577 Respondents Who Were Personally Approached By The Representative Of The **nielsen** Company , A World Renowned Marketing Research On Consumer Behavior.

The Image For Elecon Group Company Had A Respondent Of 81% Amounting To 467 Respondent Having An Excellent Image Of The Company .

The Respondent Were Consisting Of Elecon Group Companies Customers And Also Competitors Customers .

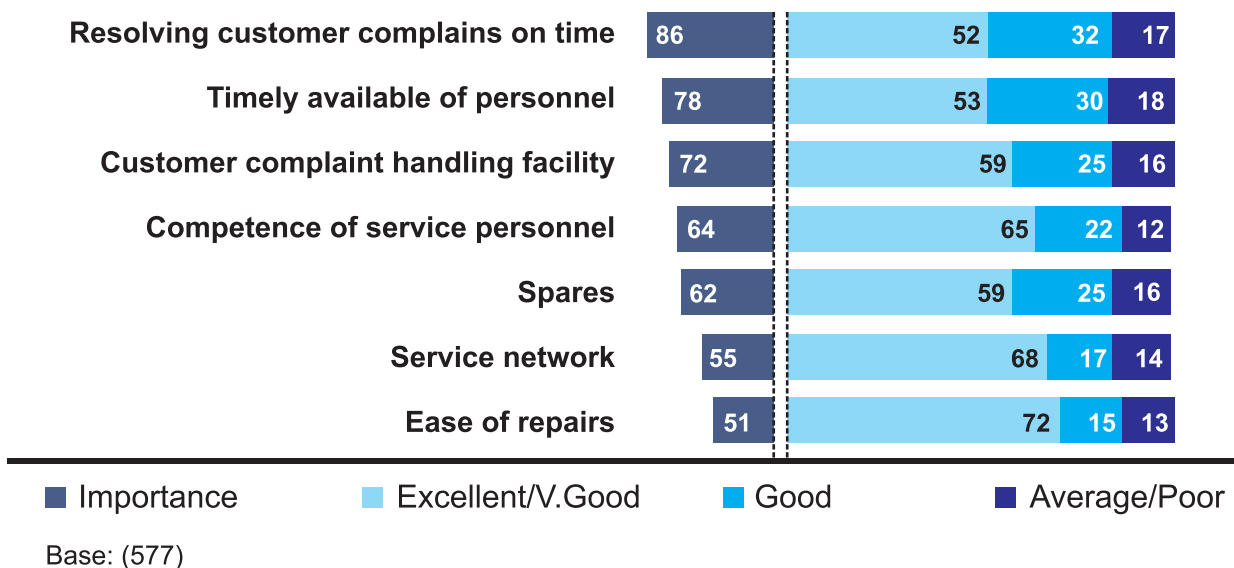
## Product Performance - Drivers vs. Performance



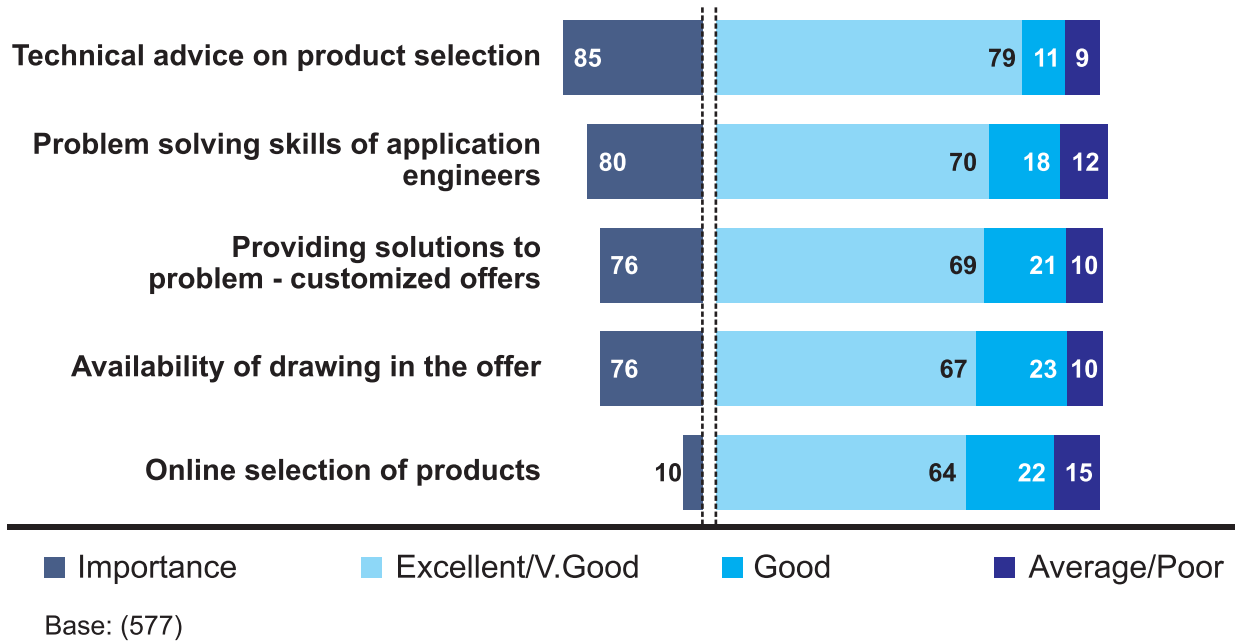
The Quality Of Product Was Judges Excellent With Consistency In Performance Rated As Very Good By 519 Respondents (90 % Of 577 Respondents).

The Product Reliability Continues To Be The Basic Reason Why Customers Prefer Elecon Over Competitor With 85% (490 Respondents )Of The Respondents Giving An Excellent Rating Out Of 577 Respondent.

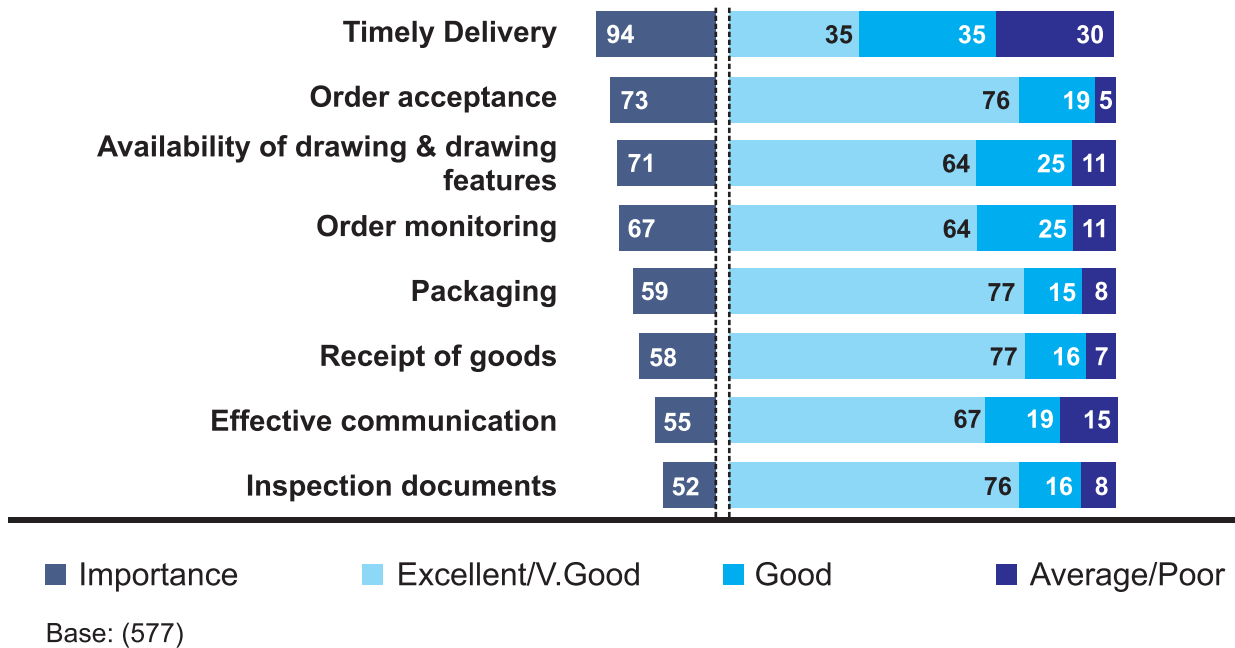
## After Sales Service - Drivers vs. Performance



## Application Engineering - Drivers vs. Performance



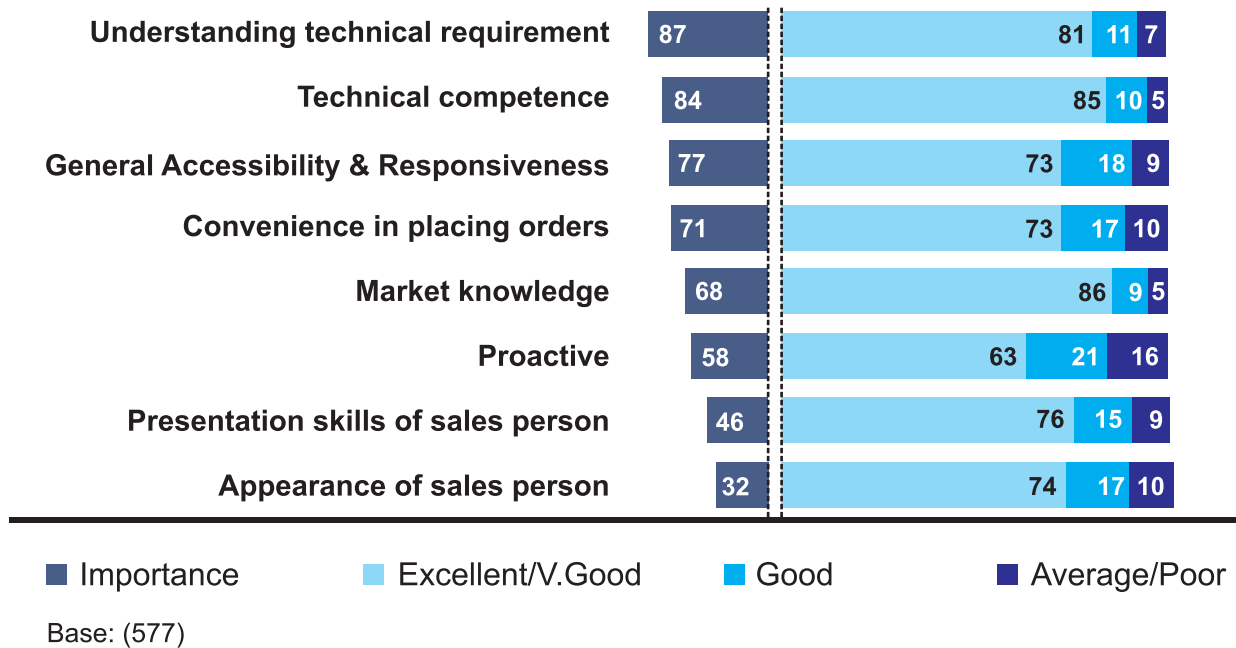
## Order Executive & Handling - Drivers vs. Performance



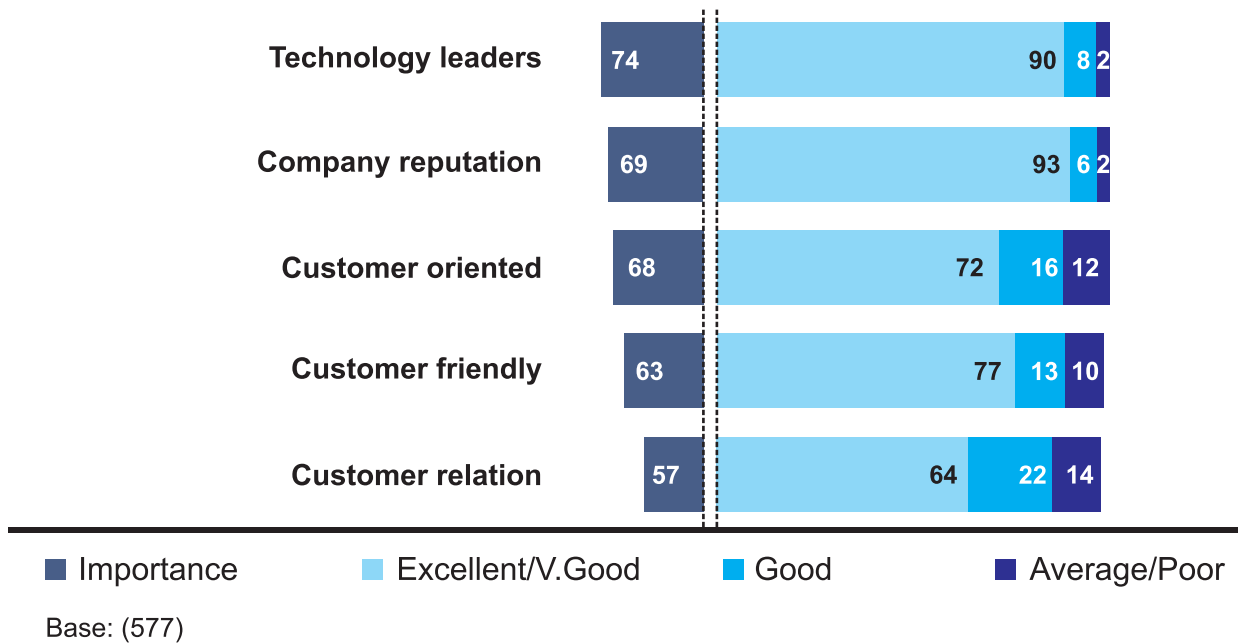
## Quotation - Drivers vs. Performance



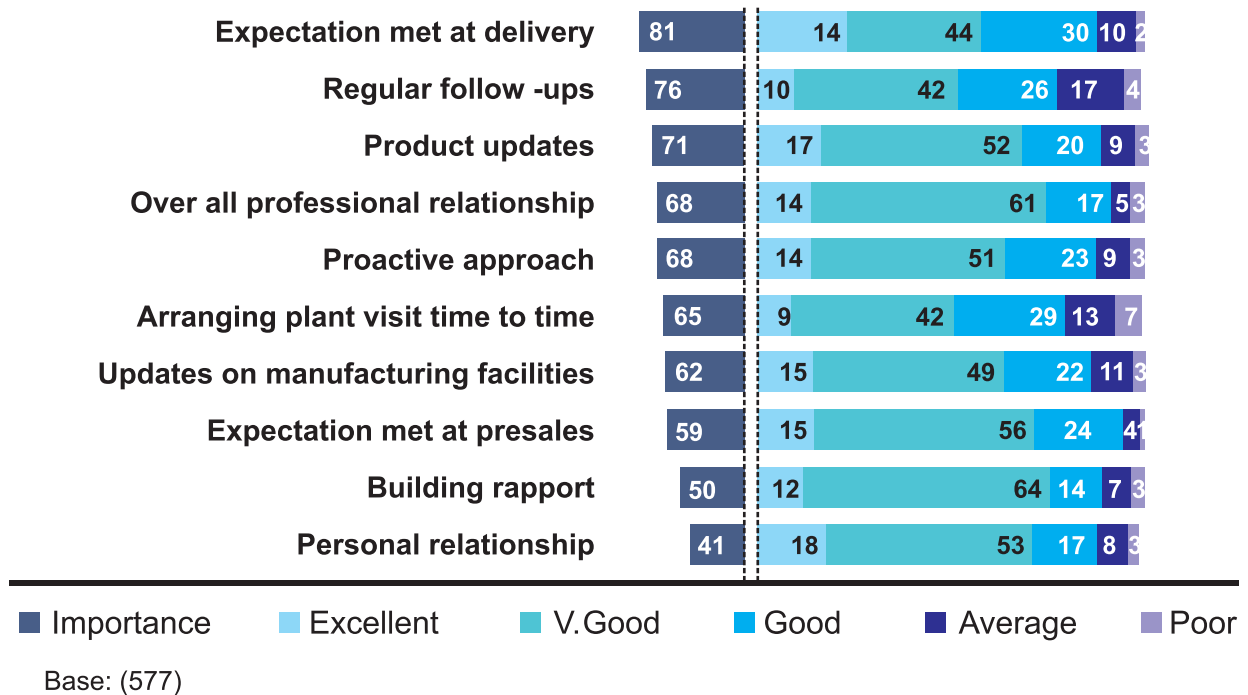
## Pre Sales - Drivers vs. Performance



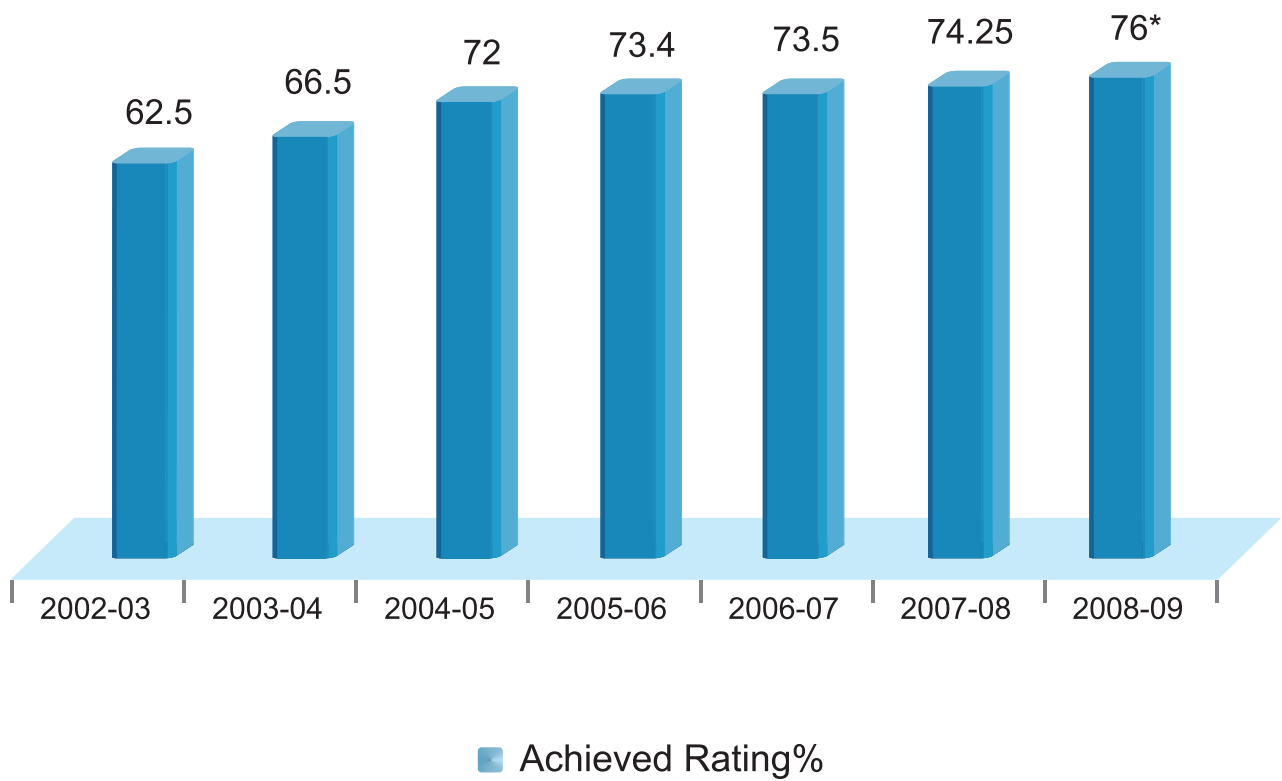
## Image - Drivers vs. Performance



## Customer relation - Drivers vs. Performance



## Rating of Products and Services based on Customer Satisfaction Survey



\*Rating by nielsen

[Source : Customer Satisfaction Survey Conducted Last 7 Years]



ISO 9001 : 2008 Certified



**EMTICI  
ENGINEERING  
LIMITED**

MARKETING & SERVICING COMPANY

# **CUSTOMER SATISFACTION SURVEY FOR THE YEAR 2009-10**

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

**EMTICI ENGINEERING LIMITED  
CUSS - ISO CELL**

Anand - Sojitra Road, Vallabh Vidyanagar-388120. Phone : (02692) 230168/231125, Fax : (02692) 236508

E-mail : [cuss@emtici.elecon.com](mailto:cuss@emtici.elecon.com)

Web Site : [www.emtici.co.in](http://www.emtici.co.in)



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



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



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



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



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



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Anand - Sojitra Road  
VALLABH VIDYANAGAR - 388120.  
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Fax No : (02692) 236508  
E-mail : cuss@emtici.elecon.com



**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 & Control	
Paper & packaging		Fertilizers	
Pharmaceuticals		Water Treatment	
Plastic - Bottling and packaging		Railways	
Power		Aerospace	
Ports & Shipping		Flour Mills	
Iron & steel		Sugar	
Special Purpose Machines		Mining	
Others _____			

## 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Understanding technical Requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Convenience in placing orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Market knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Technical competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Proactive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Appearance of sales person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Presentation skills of sales person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Contractual Terms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Documentation of contract	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Comprehensiveness Of contract (critical info)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Quality of Quote(Technical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Quality of Quote(Commercial)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Timeliness in Quotation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Availability of Drawings in offer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Online selection of products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Providing solutions to problems (Customized products)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Problem solving skills of Application Engineers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q. 4) 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"/>
• Availability 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. 5) How do you rate our following After sales service activities?**

	Excellent	V. Good	Good	Average	Poor
• Timely availability of personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Resolving the customer complains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On time					
• 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"/>
<b>Spares:</b>					
• 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. 6) 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. 7) How do you rate ELECON's IMAGE**

	Excellent	V. Good	Good	Average	Poor
• Company Reputation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Technology Leader	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Customer friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Customer oriented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Customer Relation:**

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

Sales Department / Customer Service Department

**EMTICI ENGINEERING LIMITED**

Anand -Sojitra Road,

Vallabh Vidyanagar - 388 120.

Phone No. : (02692) 236168, 231125

Fax No. : (02692) 236508

E-mail : cuss@emtici.elecon.com

## ANNEXURE

### POWER TRANSMISSION EQUIPMENTS

(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</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			