



**READYMIX CONCRETE (B) SDN BHD**

**CUSTOMER SATISFACTION SURVEY FORM**

Name:

Organization:

Contact number and address:

Dear Sir / Madam

ReadyMix takes customer feedback very seriously and in order to continue to provide exceptional products, solutions and services we would like to invite you to complete our annual customer satisfaction survey.

We look forward receiving your valuable feedback.

Please tick (✓) in the appropriate box.

|   | EXCELLENT                | GOOD                     | FAIR                     | POOR                     |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. How would you rate the overall performance, products and services? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Quality of our concrete?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Quality of our R.C. Pile?  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Price competitiveness of concrete?                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Price competitiveness of R.C. Pile?                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Our CUSTOMER SERVICE :</b>   |                          |                          |                          |                          |
| 6. Easy to Order by Telephone?  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Delivery dependable and on-time?                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Drivers Cooperative & Skilled?                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Appearance of Equipment/Trucks?                                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. QC Tester efficiency?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

In what area would you like us to improve?

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.....

*✓ Please tick whichever applicable*

Thank you for your valuable feedback and comments. These will enable us to make improvements and correct problem areas. Please do not hesitate to contact us if you have any concerns that require our attention.

Yours truly  
ReadyMix Concrete (B) Sdn Bhd

Yap Chin Tek  
General Manager