



# STRUCTURAL ENGINEERING RESEARCH CENTRE

(Council of Scientific & Industrial Research)

P.B.No.8287, CSIR Campus, Taramani, Chennai 600 113

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## Customer Satisfaction Evaluation Unit

NCL-Campus, Dr. Homi Bhabha Road, Pune 411 008

### CUSTOMER SATISFACTION FEEDBACK FORM

CSIR Laboratory Name **CSIR-Structural Engineering Research Centre**

Title of the project: Proof checking the design of a cylindrical arch coal shed

Project ID No.: **CNP 6505**

Project initiation date: (dd/mm/yy): 09.12.2016 Project completion date: (dd/mm/yy): 18.01.2017

Name of Project Leader: Shri A. Abraham Cost of the Project: Rs.5,53,438/-

*Please use 5-point scale to indicate your satisfaction level below. The 5-point scale ranges from 1 being the least satisfied to 5 being most satisfied.*

#### Responsiveness, Facilities and Infrastructure

- |  |   |   |   |   |     |
|--|---|---|---|---|-----|
| 1) Support services (main-gate, reception, telephone operator, hospitality, etc) | 1 | 2 | 3 | 4 | 5 ✓ |
| 2) Business development group  | 1 | 2 | 3 | 4 | 5 ✓ |
| 3) Development and finalization of proposal (including agreement)                | 1 | 2 | 3 | 4 | 5 ✓ |
| 4) Operation/Maintenance of facilities and infrastructure                        | 1 | 2 | 3 | 4 | 5 ✓ |

#### I. Interaction with project team during implementation

- |   |   |   |   |   |     |
|---|---|---|---|---|-----|
| 1) Commitment towards project                           | 1 | 2 | 3 | 4 | 5 ✓ |
| 2) R&D Competence                                       | 1 | 2 | 3 | 4 | 5 ✓ |
| 3) Project implementation Strategy                      | 1 | 2 | 3 | 4 | 5 ✓ |
| 4) Flexibility in adopting changes during project       | 1 | 2 | 3 | 4 | 5 ✓ |
| 5) Adequacy of the effort                               | 1 | 2 | 3 | 4 | 5 ✓ |
| 6) Value System (Confidentiality, Ethical issues, etc.) | 1 | 2 | 3 | 4 | 5 ✓ |
| 7) Accessibility of the team leaders/members            | 1 | 2 | 3 | 4 | 5 ✓ |

#### II. Deliverables

- |   |   |   |   |   |     |
|---|---|---|---|---|-----|
| 1) Comprehensiveness                              | 1 | 2 | 3 | 4 | 5 ✓ |
| 2) Time frame observance                          | 1 | 2 | 3 | 4 | 5 ✓ |
| 3) Quality of work                                | 1 | 2 | 3 | 4 | 5 ✓ |
| 4) Presentation of final report                   | 1 | 2 | 3 | 4 | 5 ✓ |
| 5) Relevance of output to meet the customer needs | 1 | 2 | 3 | 4 | 5 ✓ |
| 6) Content of Innovation                          | 1 | 2 | 3 | 4 | 5 ✓ |

#### General remarks (Please tick-mark the appropriate response options for the following questions)

1. Would you like to repeat business with the laboratory?  Yes  No

Please provide reason

2. Would you recommend this laboratory to others for R&D services?  Yes  No

Please provide reason

3. Level of Overall Satisfaction :

Poor

Fair

Good

Very Good

Excellent

Please feel free to provide additional information on your experience with the laboratory and the areas where it could improve (use a separate sheet)

Name of customer Shri S. Narayanan, President (Engineering)

Methods (India) Private Limited

No.5A, Hoskote Industrial Area

Bengaluru – 562 114



Date: 5/5/17

Customer signature and seal