



Youth Vision Engineering & Services Sdn Bhd (1026641-P)

K 60564, Jalan Resak 1/2, Pusat Perniagaan Bukit Kuang 2,
24007, Kemaman, Terengganu Darul Iman. MALAYSIA
T : +609 - 8637 301 F : +609 - 8637 302

CUSTOMER SURVEY

Company : _____
Address : _____
Attention : _____ Job No : if any No : for YVES use ONLY
Email : _____ Phone No : _____ Fax No : _____

Dear Sir/ Madam ,
We would like to thank you for giving us the opportunity to serve your esteemed organization. We hope that you satisfied with the services performed by Youth Vision Engineering & Services Sdn Bhd. It is in line with the company policy to exceed customer expectation of competertn and excellent performance services
In order to serve you better in future, your responses is very valuable to improve our performance in meeting your satisfaction and

RATING	DESCRIPTION
5	Superior Performance (Establish new procedure / Performance Standard)
4	Excellent Performance (Provided more than what was required/expected)
3	Meet Expectation (same with what was expected)
2	Below Performance (Did not deliver as what expected)
1	Poor Performance (Job problems/failures occurred)

CATEGORY	CUSTOMERS SATISFACTION RATING (PLEASE CIRCLE ONE RATING FOR EACH LINE)	RATING : 1-5
Personnel	Did our personnel perform to your satisfaction ?	1 2 3 4 5
	How was the documentation response by our personnel (Quotation, Certificates/ Reports, Delivery Order, Invoices) ?	1 2 3 4 5
Job Knowledge	Did our personnel knowledgeable to the job done ?	1 2 3 4 5
Equipment	Did our facilities sufficient to your requirement ?	1 2 3 4 5
Service	Did our service perform as per your expectation ?	1 2 3 4 5
	Did our services sufficient to your requirement ?	1 2 3 4 5
Safety & Health	Was job perform in a safe and careful manner ?	1 2 3 4 5
Job Duration	Was job performed as scheduled ?	1 2 3 4 5
Quality	Did our QA/QC fulfill with the agreed standard requirement ?	1 2 3 4 5
General	Would you recommmend our services to others ?	1 2 3 4 5
	Would you use our services in the future ?	1 2 3 4 5
	How do you rate the overall services ?	1 2 3 4 5

Comments / Suggestions / Complaints

Please return the completed customer survey form questionnaire by email to info@yves.com.my or fax to 09 - 8637 302
Customers Signature and Stamp :

.....
Name : _____
Date : _____

Thank you for your support and valuable time.