

SANHA Halal Associates Pakistan (Pvt.) Limited

Customer Feedback Form



Date: _____

Company Name: _____ E-mail Address: _____

Name: _____ Phone Number: _____

Designation: _____ Fax Number: _____

Dear Customer,

We consider your satisfaction as the key to our success. In this regard, we need your valued feedback. It will help us improve our services to you. Please tick the appropriate answer and send this form back at your earliest.

1. How do you feel about the response and behavior of our Commercial Team?

Excellent Good Satisfactory Need Improvement

If your answer is "Need Improvement" then please mention the specific area where you think we need improvement

2. How do you feel about the response and behavior of our Technical Team?

Excellent Good Satisfactory Need Improvement

If your answer is "Need Improvement" then please mention the specific area where you think we need improvement

3. How do you feel about the response you obtain for your inquiries and complaints?

Excellent Good Satisfactory Need Improvement

If your answer is "Need Improvement" then please mention the specific area where you think we need improvement

4. To what extent do you think you got the improvement in your system through our services?

Excellent Good Satisfactory Need Improvement

If your answer is "Need Improvement" then please mention the specific area where you think we need improvement

5. How do you rate the overall quality of our services?

Excellent Good Satisfactory Need Improvement

If your answer is "Need Improvement" then please mention the specific area where you think we need improvement

6. How do you feel about our team's competence?

Excellent Good Satisfactory Need Improvement

If your answer is "Need Improvement" then please mention the specific area where you think we need improvement

Suggestions for Improvement / Comments

Designation: _____

Date: _____

Name: _____

Signature: _____

Doc. #: SANHA/PR-07/FM-05	Issue Date: 14-May-2015	Revision No: Original	Review Date: 13-May-2018	Page: 1 of 2
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SANHA Halal Associates Pakistan (Pvt.) Limited

Customer Feedback Form



Please send it to SANHA Pakistan's Head Office:

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E-mail: karachi@sanha.org.pk.

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