



QUALITY MANUAL
L & PS DIVISION

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7.1 The Shipping Corporation of India Ltd.
Liner Technical & CPS Division

CUSTOMER FEEDBACK FORM

Date : _____

Name of the organization : _____

Contact person : _____

In order to improve the level of our customer service to you and for the purpose of our ISO 9001-2000 certification, we would be grateful if you could take the time to evaluate our Division by filling in this customer feedback form.

Please rate the performance of the LT & CPS Divn. in the following areas :-
(tick the grade representing your rating)

	Poor	Satisfactory	Good	Excellent
1) Upkeep of the vessel				
2) Availability of the vessel for service				
3) Cleanliness of the vessel				
4) SCI's Technical proficiency				

On the whole how would you rate the SCI LT & CPS Divn. ?

- Excellent
 Good
 Satisfactory
 Poor

Comments (indicating any specific area requiring improvement)

Completed by :

Name Signature Designation Date