

Name of Company : \_\_\_\_\_

Business Nature : \_\_\_\_\_ Please indicate your rating by inserting a tick in the boxes below

Excellent      Good      Acceptable      Fair      Below Expectation

### 1 Quotation

- |   |                                                    |                       |                       |                       |                       |                       |
|---|----------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | (a) Always provides quotation on request           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (b) Quotation always contains complete information | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (c) Always provides reasons for no bids            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

### 2 Price

- |   |                                      |                       |                       |                       |                       |                       |
|---|--------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 2 | (a) Always competitive               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (b) Quoted prices are always honored | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

### 3 Quality

- |   |                                                          |                       |                       |                       |                       |                       |
|---|----------------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 3 | (a) Goods delivered always conform to order requirements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (b) Quality of service is always assured                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

### 4 Packing

- |   |                                                        |                       |                       |                       |                       |                       |
|---|--------------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 4 | (a) Always in accordance with good commercial practice | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (b) Always adequate to protect contents                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

### 5 Delivery

- |   |                                                |                       |                       |                       |                       |                       |
|---|------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 5 | (a) Always on time as committed                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (b) Suitable carrier is always used            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (c) Goods handling practice to minimize damage | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

### 6 Invoice

- |   |                           |                       |                       |                       |                       |                       |
|---|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 6 | (a) Always free of errors | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|---|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

### 7 Claims and Replacements

- |   |                                                               |                       |                       |                       |                       |                       |
|---|---------------------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 7 | (a) Claims and replacements always receive timely response    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (b) Claims and replacement procedure is simple and reasonable | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (c) Replacement is timely                                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (d) Credit notes are issued within reasonable time            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

### 8 Technical / Customer Support

- |   |                                                                 |                       |                       |                       |                       |                       |
|---|-----------------------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 8 | (a) Support requests always receive timely response             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (b) Support procedure is simple and convenient                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (c) Emergency supports are always provided on priority          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (d) Technical supports are always provided by competent persons | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|   | (e) Ability to resolve problems                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

### 9 Overall Performance

- |   |  |                       |                       |                       |                       |                       |
|---|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 9 |  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|---|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|

### 10 Additional information

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