

Customer Satisfaction Analysis

Criteria: Product & Service Provided to the Customer (Other Than Retail)

Method: Both Qualitative & Quantitative Method

Date: 31-08-2022

Frequency: Once in a year

Product Quality:

S.L. No	Parameter	CUSTOMER NAME		
		TGTDCL	PGCL	JGTDCL
1	Weld bead quality	Excellent	Excellent	Excellent
2	Out of roundness	Excellent	Excellent	Good
3	Beveling Angle	Good	Good	Excellent
4	Straightness	Excellent	Excellent	Good
5	Inside bead quality	Good	Excellent	Excellent
6	Pipe surface condition	Good	Good	Excellent
7	Root facing condition	Good	Good	Excellent
8	Any leak/weld repair	Excellent	Excellent	Good
9	Making	Excellent	Excellent	Excellent

Service:

S.L. No	Parameter	CUSTOMER NAME		
		TGTDCL	PGCL	JGTDCL
1	Delivery of pipe after issuing Purchase Order	Excellent	Excellent	Excellent
2	Loading of pipe at delivery point of NTL.	Good	Good	Excellent
3	Pipe delivery in due time	Excellent	Excellent	Excellent
4	Staff behavior	Excellent	Excellent	Excellent
5	Communication with the customer	Good	Good	Good
Data Analysis Customer Satisfaction		89.29%	91.07%	92.86%

Category for measurement: Poor=1, Average=2, Good=3, Excellent=4

Performance Equal or above 80% is regarded as Satisfied

Performance Below 80% is regarded as Dis-satisfied

Criteria: Product & Service

CUSTOMER NAME	SATISFIED	DIS-SATISFIED
TGTDCL	YES	-
PGCL	YES	-
JGTDCL	YES	-

Category for measurement: Satisfied, Dis-satisfied, Observation.

Product Quality:

Every Customers Give Excellent in Weld bead quality.
Two Customers Give Excellent & One Customer Give Good in Out of roundness.
One Customers Give Excellent & Two Customer Give Good in Beveling Angle.
Two Customers Give excellent & One Customer Give Good in Straightness.
Two Customers Give excellent & One Customer Give Good in Inside bead quality.
Two Customer Give Good & Another One Give Excellent in Pipe surface condition.
Two Customers Give Good & One Customer Give Excellent in Root facing condition.
Two Customers Give Excellent & One Customer Give Good in Any leak/weld repair.
Every Customers Give Excellent in Making.

Service:

Every Customers Give Excellent in Delivery of pipe after issuing Purchase Order.
Two Customers Give Good & One Customer Give Excellent in Loading of pipe at delivery point of NTL.
Every Customers Give Excellent in Pipe delivery in due time.
Every Customers Give Excellent in Staff behavior.
Every Customers Give Good Communication with the customer.

In Summary, For both of product & Service, Customer Provide-

Total No. of Excellent-27
Total No. of Good No.-15
Total No. of Average No.-00
Total No. of Poor No.-00

So, Measurement of percentage of Customer Satisfaction: (Other Than Retail Customer):

% of Customer Satisfaction: $27 \times 4 + 15 \times 3 + 0 + 0 / 168 * 100\% = 91.07\%$

Prepared By:



Senior Commercial Officer
Date: 31/08/2022

Approved By:



Head of Commercial Dept.
Date: 31/08/2022

Customer Satisfaction Analysis
Criteria: Product & Service Provided to the Customer (Retail)

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Method: Both Qualitative & Quantitative Method
Frequency: Once in a year

Date: 09-12-2021

S.L No	Customer Name	Product Related Customer Satisfaction		Service Related Customer Satisfaction	
		Satisfied	Dis-Satisfied	Satisfied	Dis-Satisfied
1.	Bangladesh Natural Gas Company Ltd.	√		√	
2.	Rashique Textile Mills Ltd.	√		√	
3.	Sadia Textile Mills Ltd.	√		√	
4.	KAI Bangladesh Aluminium Ltd.	√		√	
5.	Shaperd Textile (BD) Ltd.	√		√	
6.	Md. Monjurul Haque	√		√	
7.	Padma Oil Company Ltd.	√		√	
8.	Sumon Trading	√		√	
9.	RFL Plastic Ltd.	√		√	
10.	Sunman Bardem Pharma Ltd.	√		√	
11.	Habiganj Agro Ltd.	√		√	
12.	Tista Gate Jame Masjid	√		√	
13.	Techsol Engineering Ltd.	√		√	
14.	Engr. Mahbub/ Legendary Incorporation	√		√	
15.	Aerones International	√		√	
16.	New Hawlader Traders	√		√	
17.	Aerones International	√		√	
18.	Royal Green Products	√		√	
19.	A.T.S Power	√		√	
20.	Sadia Textile Mills Ltd.	√		√	
21.	Berger Paint Bangladesh Ltd.	√		√	
22.	Ashugong Fertilizer Chemical Co. Ltd.	√		√	
23.	CEO, NS Trading Solution	√		√	
24.	Berger Paint Bangladesh Ltd.	√		√	
25.	Managing Director, Banmack Ltd.	√		√	
26.	Azgar Trading	√		√	
27.	Executive Engineer, CUET, Chittagong.	√		√	
28.	Nouring Engineering	√		√	
29.	Tusuka Processing Ltd.	√		√	
30.	Nouring Engineering	√		√	
31.	Sargin Gas Construction	√		√	
32.	Prime Engineering	√		√	
33.	Eagle Engineering	√		√	
34.	Khulna Shipyard	√		√	
35.	Chittagong Urea Fertilizer Ltd.	√		√	
36.	Genesis Technologies Ltd.	√		√	

37.	Innovus Design & Construction	√		√	
38.	MD, Mirpur Ceramic Group	√		√	
39.	Eastern Fire Solution	√		√	
40.	Aziz & Company Ltd.	√		√	
41.	Hamza Enterprise	√		√	
42.	Innovus Design & Construction	√		√	
43.	Alam Marin Shipbuilders Ltd.	√		√	
44.	CP-02 Project	√		√	
45.	Chaity Composite Ltd.	√		√	
46.	Mr. Obidullah	√		√	
47.	Golden Oil Mills Ltd.	√		√	
48.	Kool Marcent Ltd.	√		√	
49.	Zeal Bangla Sugar Mills Ltd.	√		√	
50.	Man Enterprise	√		√	
51.	M/s Sufia Trading	√		√	
52.	Sun Shine Bricks Ltd.	√		√	
53.	Shamsuddin Mia & Associates	√		√	
54.	New Boiler Museum	√			√
55.	Bangladesh Fire Fighting & Safety Equipment	√		√	
56.	KDS Accessories	√		√	
57.	M/s Shohag Enterprise	√		√	
58.	South Breez Housing	√		√	
59.	Karnaphuli Fertilizer Co. Ltd. (KAFCO)	√		√	
60.	Lotus Footwear Ltd.	√		√	
61.	Khondhokar Enterprise	√		√	
62.	A.K Oxegen Ltd.	√		√	
63.	M/s Kajama Traders	√		√	
64.	Zahid Engineering Works	√		√	
65.	Padma Oil Company Ltd.	√		√	
66.	KDS Accessories	√		√	
67.	Padma Oil Company Ltd.	√		√	
68.	Imran Sanitary	√		√	
69.	M/s M.K Steel	√		√	
70.	M/s Shilpi Traders	√		√	
71.	Md. Abul Hashem	√		√	
72.	Md. Joynal Abedin	√		√	
73.	M/s Monika Tower	√		√	
74.	Md. Khairul Kabir	√		√	
75.	Kazi Alaudd	√		√	
76.	Engr. Anamul Haque	√		√	
77.	Md. Hamid Mir	√		√	
78.	Md. Jahidul Alam	√		√	
79.	S.B.T Engineering	√		√	
80.	Md. Golam Mawla	√		√	
81.	Engr. Abdur Rahim	√		√	
82.	Ataur Rahman	√		√	

Total No. of Satisfied (Both Product & Service): 163

Total No. of Dis-satisfied (Both Product & Service) : 01

So, Measurement of percentage of Customer Satisfaction: (Retail Customer)

% of Customer Satisfaction: $163/164 * 100\% = 99.39\%$

So, In case of Total 33 No. of Customer (Both Retail & Non-retail customer):

% of Customer Satisfaction: $(99.39\% + 91.07\%)/2 = 95.23\%$

Prepared By:



Senior Commercial Officer
Date: 09/12/2021

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