



# National Tubes Limited

Tongi, Gazipur

Commerce Department

Date: 29/09/2022

NTL/QCD/DA\_CCRC

Rev.: 01

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## Data Analysis on of customer complains raised by customer after delivery of pipe

Data type : Number of customer complains raised by customer after delivery of pipe.  
Analysis method : Quantitative Analysis  
Reporting Way : Number of customer complains vs. year.  
Frequency : Annual.

	During Delivery		After delivery								
Year	Delivery schedule	Logistics	Marking	End condition of Pipe	Root facing	Straightness	Length, thickness, OD.	Out of roundness	Inside Bead	Surface condition	Total No. of complains
2021	1	0	0	0	0	0	0	0	0	0	01
2022	1	0	0	0	0	0	0	0	0	0	01

Reduction of Customer complain:  $((1-1)/2)*100=0\%$

Prepared by: Senior Commercial officer(sales)  
Date : 29/09/2022

Reviewed by: Head of Commercial Department  
Date : 29/09/2022

Approved by: MD  
Date : 29/09/2022