



CUSTOMER _____ YEAR _____

Customer evaluation via.: phone e-mail post other

Facets of customer evaluation	Customer mark				
	4	5	6	7	8
A Approach and communication level					
B Technical and marketing competence					
C Availability and flexibility					
D Quality of product					
E Quality of service (delivery)					
F Quality of service (after sale)					
G Customer trust for the future transactions					

H Comments and suggestions: _____

To be filled by Tecno Group

notes _____

Mark average _____ Min mark _____ Max mark _____

Date of the form _____

COM Signature _____