

SURVEY FORM

FOR SATISFACTION MEASUREMENT



PT. ESSAR INDONESIA

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Website : www.essar.co.id

Company Name	<input type="text"/>
Person in Charge	<input type="text"/>
Position	<input type="text"/>

Signature
<input type="text"/>
Date :

Petunjuk Pengisian *Instructions*

<u>Tingkat Kepentingan</u> <i>Degree of Important</i>	<input type="checkbox"/> TP	<u>Tidak Penting</u> <i>Not Important</i>	<input type="checkbox"/> P	<u>Penting</u> <i>Important</i>	<input type="checkbox"/> SPS	<u>Sangat penting sekali</u> <i>Most Important</i>
	<input type="checkbox"/> KP	<u>Kurang Penting</u> <i>Less Important</i>	<input type="checkbox"/> PS	<u>Penting Sekali</u> <i>More Important</i>		
<u>Tingkat Kepuasan</u> <i>Degree of Satisfaction</i>	<input type="checkbox"/> TP	<u>Tidak puas</u> <i>Poor</i>	<input type="checkbox"/> P	<u>Puas</u> <i>Good</i>	<input type="checkbox"/> SPS	<u>Sangat puas sekali</u> <i>Excelent</i>
	<input type="checkbox"/> CP	<u>Cukup puas</u> <i>Average</i>	<input type="checkbox"/> SP	<u>Sangat puas</u> <i>Very Good</i>		

Cross "X"

KUALITAS / QUALITY											
<u>Ukuran (Tebal, Lebar, Panjang, dll.)</u> <i>Dimension (Thickness, Width, Length, etc.)</i>	<table border="1" style="margin: auto;"> <tr><td style="padding: 2px;">TP</td><td style="padding: 2px;">KP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">PS</td><td style="padding: 2px;">SPS</td></tr> <tr><td style="padding: 2px;">T</td><td style="padding: 2px;">CP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">SP</td><td style="padding: 2px;">SPS</td></tr> </table>	TP	KP	P	PS	SPS	T	CP	P	SP	SPS
TP	KP	P	PS	SPS							
T	CP	P	SP	SPS							
<u>Kualitas Permukaan (Karat, scratch, oil stain, dll)</u> <i>Surface (Rust, Scrath, Oil Stain, etc.)</i>	<table border="1" style="margin: auto;"> <tr><td style="padding: 2px;">TP</td><td style="padding: 2px;">KP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">PS</td><td style="padding: 2px;">SPS</td></tr> <tr><td style="padding: 2px;">T</td><td style="padding: 2px;">CP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">SP</td><td style="padding: 2px;">SPS</td></tr> </table>	TP	KP	P	PS	SPS	T	CP	P	SP	SPS
TP	KP	P	PS	SPS							
T	CP	P	SP	SPS							
<u>Kerataan (Gelombang)</u> <i>Flatness (Buckling, Waviness)</i>	<table border="1" style="margin: auto;"> <tr><td style="padding: 2px;">TP</td><td style="padding: 2px;">KP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">PS</td><td style="padding: 2px;">SPS</td></tr> <tr><td style="padding: 2px;">T</td><td style="padding: 2px;">CP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">SP</td><td style="padding: 2px;">SPS</td></tr> </table>	TP	KP	P	PS	SPS	T	CP	P	SP	SPS
TP	KP	P	PS	SPS							
T	CP	P	SP	SPS							
<u>Berat</u> <i>Weight</i>	<table border="1" style="margin: auto;"> <tr><td style="padding: 2px;">TP</td><td style="padding: 2px;">KP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">PS</td><td style="padding: 2px;">SPS</td></tr> <tr><td style="padding: 2px;">T</td><td style="padding: 2px;">CP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">SP</td><td style="padding: 2px;">SPS</td></tr> </table>	TP	KP	P	PS	SPS	T	CP	P	SP	SPS
TP	KP	P	PS	SPS							
T	CP	P	SP	SPS							
<u>Kemasan</u> <i>Packing</i>	<table border="1" style="margin: auto;"> <tr><td style="padding: 2px;">TP</td><td style="padding: 2px;">KP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">PS</td><td style="padding: 2px;">SPS</td></tr> <tr><td style="padding: 2px;">T</td><td style="padding: 2px;">CP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">SP</td><td style="padding: 2px;">SPS</td></tr> </table>	TP	KP	P	PS	SPS	T	CP	P	SP	SPS
TP	KP	P	PS	SPS							
T	CP	P	SP	SPS							
<u>Sifat mekanik (Kekerasan, Kekuatan, dll.)</u> <i>Mechanical properties (Hardness, Tensile, etc.)</i>	<table border="1" style="margin: auto;"> <tr><td style="padding: 2px;">TP</td><td style="padding: 2px;">KP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">PS</td><td style="padding: 2px;">SPS</td></tr> <tr><td style="padding: 2px;">T</td><td style="padding: 2px;">CP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">SP</td><td style="padding: 2px;">SPS</td></tr> </table>	TP	KP	P	PS	SPS	T	CP	P	SP	SPS
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T	CP	P	SP	SPS							
<u>Pelumasan</u> <i>Oiling</i>	<table border="1" style="margin: auto;"> <tr><td style="padding: 2px;">TP</td><td style="padding: 2px;">KP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">PS</td><td style="padding: 2px;">SPS</td></tr> <tr><td style="padding: 2px;">T</td><td style="padding: 2px;">CP</td><td style="padding: 2px;">P</td><td style="padding: 2px;">SP</td><td style="padding: 2px;">SPS</td></tr> </table>	TP	KP	P	PS	SPS	T	CP	P	SP	SPS
TP	KP	P	PS	SPS							
T	CP	P	SP	SPS							

PENGIRIMAN / DELIVERY

<u>Ketepatan waktu</u> <i>Punctuality</i>	:	TP T	KP CP	P P	PS SP	SPS SPS
<u>Fleksibilitas waktu pengiriman</u> <i>Flexibility of delivery time</i>	:	TP T	KP CP	P P	PS SP	SPS SPS
<u>Kelengkapan dokumen (Surat Jalan, Tes Sertifikat, dll)</u> <i>Documentations (Delivery Note, Test Certificate, etc)</i>	:	TP T	KP CP	P P	PS SP	SPS SPS
<u>Waktu pengiriman lebih cepat</u> <i>Shorter delivery time</i>	:	TP T	KP CP	P P	PS SP	SPS SPS
<u>Rekonsiliasi Keuangan</u> <i>Account Reconciliation</i>	:	TP T	KP CP	P P	PS SP	SPS SPS
<u>Keamanan dan keselamatan pada saat pengiriman</u> <i>Safety during delivery the materials</i>	:	TP T	KP CP	P P	PS SP	SPS SPS

PELAYANAN / SERVICES

Sebelum Penjualan / Pre Sales

<u>Kemudahan dihubungi</u> <i>Accessibility to contact person</i>	:	TP T	KP CP	P P	PS SP	SPS SPS
<u>Keramahan salesman</u> <i>Salesman hospitality</i>	:	TP T	KP CP	P P	PS SP	SPS SPS
<u>Kunjungan Salesman</u> <i>Visit by salesman</i>	:	TP T	KP CP	P P	PS SP	SPS SPS
<u>Pengetahuan salesman terhadap produk</u> <i>Salesman knowledge on the product</i>	:	TP T	KP CP	P P	PS SP	SPS SPS
<u>Tanggapan terhadap pertanyaan</u> <i>Response to inquiry</i>	:	TP T	KP CP	P P	PS SP	SPS SPS

Purna Jual/ After Sales

<p><u>Tanggapan terhadap keluhan/complain</u> <i>Response to complaint</i></p>	:	TP	KP	P	PS	SPS
		T	CP	P	SP	SPS
<p><u>Tindakan terhadap keluhan/complain</u> <i>Action against complaint</i></p>	:	TP	KP	P	PS	SPS
		T	CP	P	SP	SPS
<p><u>Keputusan terhadap keluhan/complain</u> <i>Decision against complain</i></p>	:	TP	KP	P	PS	SPS
		T	CP	P	SP	SPS
<p><u>Jangka waktu komplain (untuk karat 3 bulan, selain karat 6 bulan)</u> <i>Period of complaint (for rust 3 month, others 6 month)</i></p>	:	TP	KP	P	PS	SPS
		T	CP	P	SP	SPS
<p><u>Jangka waktu penyelesaian komplain</u> <i>Period of complaint settlement</i></p>	:	TP	KP	P	PS	SPS
		T	CP	P	SP	SPS

HARGA / PRICES

<p><u>Sistem pembayaran</u> <i>Payment terms</i></p>	:	TP	KP	P	PS	SPS
		T	CP	P	SP	SPS
<p><u>Harga yang ditawarkan</u> <i>Offer price</i></p>	:	TP	KP	P	PS	SPS
		T	CP	P	SP	SPS

Saran untuk Perbaikan / Suggestion for Improvement

