|  |
| --- |
| **Assessment of customer satisfaction:** (check) |
| 1. Performance of amo on key service indicators :
 |
|  | Your assesment of AMO | Your assesment of main competitor |
|  | Full satisfied | Satisfied | Scope for improvement | Not Satisfied | Full satisfied | Satisfied | Scope for improvement | Not Satisfied |
|  |
| Short lead Time (SLT) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |
| Ability to deliver on Time |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |
| Ability to deliver agreed Quantity  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |
| Effective Communication |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |
| Supplies as per Quality Request |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |
| Effective Packaging |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |
| Quality Complaint handling process |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

|  |
| --- |
| 2. Despatch and commercial documents: |
| Accuracy and Quality of Documents sent by AMO |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |
| Sent on Time |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |
|
|  3. Marketing and technical support: (production programmes, price lists, advice, standards, etc.)  |
| MMarketing and technical support |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |
|  |
| 4. Effectiveness of Stock Business : |
| MBQ stock service |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |
| Other products stock service |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Your anticipated yearly consumption of ArcelorMittal Ostrava products

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|   | LongProducts |  Flat Products | Other Products | Total |
| 2019  |  |  |  |  |
| 2020  |  |  |  |  |

5. Your suggestions for improvement of cooperation In FUTURE :

**Filled out by:**

Date: .......................................

Company:………………………………………….. Name: ......................................

Position: ............................... Signature: ...............................