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| **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 | |  |  |  | |  | |  | | |  |  | | |  |  |  |  |  | |  |  | |  |  | |  | |
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| Effective Communication | |  |  |  | |  | |  | | |  |  | |  | |  |  |  |  | |  |  | |  |  | | |  |
|  | | | | | | | | | | | | | | |  | | | | | | | | | | | |
| Supplies as per Quality Request | |  |  |  | |  | |  | | |  |  | | |  |  |  |  |  | |  |  | |  |  | |  | |
|  | | | | | | | | | | | | | | |  | | | | | | | | | | | |
| Effective Packaging | |  |  |  | |  | |  | | |  |  | |  | |  |  |  |  | |  |  | |  |  | | |  |
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| Quality Complaint handling process | |  |  |  | |  | | |  | |  |  | |  | |  |  |  |  | |  |  | |  |  | | |  |

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

Your anticipated yearly consumption of ArcelorMittal Ostrava products

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

5. Your suggestions for improvement of cooperation In FUTURE :

**Filled out by:**

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

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

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