

Hegmatan Cement Company (Public Joint Stock)
Customers Survey Form about Behavioral Attitude in Connection to Customers

Dear Sirs/Company:

Greeting;

Please help Hegmatan Cement Co. in designing and improving behavioral attitude, rendering services and enhancing customers' satisfaction by carefully fill the following form.

Item	Question	Satisfaction Rate					Explanations & Recommendations
		Extremely Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied	
1	Issuing sale sheet in due date after completing documents						
2	Ease online access of customers to all sale transactions through web portal of the company						
3	Satisfying by obligations about ease access of customers to all sale services through sale offices						
4	Satisfying by obligations about announcing first shipment in due date and unseen limitations for production						
5	Satisfying by obligations of the company about text message services and cp services development						
6	Satisfying by obligations of the company against the cement quality and quantity as per Iran Standards						
7	Satisfying by obligations of the company about handling complaints in due date						
8	Satisfying by obligations of the company against satisfying complainers and the regulations of the duration of handing complaints						
9	Satisfying by obligations of the company against pricing and forced limitations by legal authorities						
10	Satisfying by obligations of the company against observing the confidentiality						
11	Satisfying by limitations of loading volume and traffic limitations and state's transportations issues						
12	Satisfying by communication ways and hearing customers						
13	Satisfying by planning, design, writing and commissioning instructions						
14	Satisfying by improvement and maintenance						

Other opinions and recommendations:

Thank you for your time.