

**VISTA PROCESSED FOODS PVT. LTD**

V/QA-CS/F/02 (6.1)

ISSUE DATE 1/9/2009

ISSUER:DOCUMENTATION OFFICER

REV. DATE 18/09/2012

REVIEWER 1:CUSTOMER OFFICER

FORMAT

REVISION NO. 01

REVIEWER 2: MR

CUSTOMER SATISFACTION FEEDBACK FORM

PAGE NO 01

APPROVER: QA MANAGER

Name of Customer : McDonald's India

Address:

Contact Name and details: Pramod & Vinay

Products Supplied from VISTA: Par fried frozen vegetable & chicken products

Relationship with VISTA from Years: Since 1996

Score Criteria:

5 = Benchmarking Excellence

4 = Full Deployment - significant results.

3 = Deployment- Most key areas

2 = Partial deployment - Working the plan

1 = Little or No Implementation

0 = No plan, No process

A) Customer Satisfaction

1	Meeting to customer's quality specifications ?	1	2	3	4	5
2	Commitment of Vista team towards McDonald's brand	1	2	3	4	5
3	Did you get complaint response with detailed Root cause in time?	1	2	3	4	5
4	How do you rate on Timely product delivery?	1	2	3	4	5

B) Quality & Food Safety updates

1	Quality & food safety system implementation measures taken	1	2	3	4	5
2	How you would rate "Product consistency?"	1	2	3	4	5
3	Investment in putting modern equipments for producing safe products	1	2	3	4	5

C) Sharing & Communication

1	Best values are shared?	1	2	3	4	5
2	Overall communication	1	2	3	4	5

D) Involvement in implementing ATCQ /BTCQ Programs

		1	2	3	4	5
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E) Support in New products development activity

		1	2	3	4	5
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Overall Rating /Grade (Please Tick)

		1	2	3	4	5
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Dear Valued customer, your feedback is valuable to us for improving further to produce quality & safe products. Thanks in advance for sparing your valuable time to fill this form.

Additional Remarks if any:

(Name, Signature & designation)

Date: _____