

FARS NOV Cement Company

Form of Measuring Customer Satisfaction(Public Corporation)

Registration and Tracking Form of Customer Complaints



No.	Date	Annex:
Customer Name	Address,phone no.,fax, Email:	
Sample Profile:		
Description of the problem / comments / suggestions:		
Type of received comments:	oral	written
Number and date of written letter:		
Name and signature of the recipient of feedback (public relations unit):		
Action Executive:	Run time:	
Signature of Head of Public Relations:		
Results of performed actions:		
Signature of operation unit:		
Report of performed measures to the customer:		
Signature of Public Relations Unit:		
Customer comments:		
Signature of Public Relations Unit:		
Results of investigations on the effectiveness of performed actions:		
Effective		
Non-effective		
In the case of non-effective plan in the sales committee meeting:		
Date of sales committee meeting:		
Performed actions:		