



Talent Global Sdn. Bhd



CUSTOMER SATISFACTION SURVEY

Approval of Award of Certificate of Registration of Quality System

TGSB are pleased to inform
our customers that our organization
are MS ISO 9000 : 2015

TALENT GLOBAL SDN BHD (382281-U)
No 16, Jalan Marikh U5/177, Seksyen U5,
Bandar Pinggiran Subang,
40150 SHAH ALAM, Selangor D.E.
Tel: 03-7734 3300, 03-773 43311
Fax: 03-77343355

BRANCH ADDRESSES

TALENT GLOBAL SDN BHD
No B8, Tingkat 1, Lorong Jaya Gading 14,
Bandar Baru Jaya Gading,
26070 KUANTAN,
Pahang D.M
Tel/Fax: 09-5381143

Dear Client,

The purpose of the feedback is to seek your opinion on the quality of
our products/services to your organization. This information will help
TGSB to further improve our products/services.

Customer's Details:

- a. RMAF : _____ b. Sect : _____
c. Name : _____ d. Designation : _____

We thank you for your feedback and comments.

Quality Management Representative
Talent Global Sdn. Bhd

If you have any enquires or require further assistance,
please do not hesitate to contact:
Zulkifli Bin Yusof
Tel: 03-7734 3300, 03-773 43311
Fax: 03-77343355

Please tick one box in each question to access your level of Satisfaction for each statement.

1. On overall basis the products delivered to your organization was
(Pada keseluruhannya produk yang dihantar ke organisasi anda diterimadengan baik)

Very Satisfied	Satisfied	OK	Disatisfied	Very disastified
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. You are satisfied with the response of the team to the complaint (if any) you have made
(Anda berpuashati dengan tindakbalas daripada pihak kami berhubung Aduan (jika ada) yang dilapor.)

Very Satisfied	Satisfied	OK	Disatisfied	Very disastified
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Your or your staff members are satisfied with the documentation to be provided during handov
(Anda dan staff anda berpuashati dengan dokumentasi yang diperlukan)

Very Satisfied	Satisfied	OK	Disatisfied	Very disastified
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. The Maintenance team had delivered the products/services on time.
(Pasukan Senggaraan telah menyerahkan produk/perkhidmatan pada masa yang ditetapkan)

Very Satisfied	Satisfied	OK	Disatisfied	Very disastified
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. You are satisfied with the overall services given to you by our company.
(Anda berpuas hati dengan perkhidmatan keseluruhan yang diberikan oleh syarikat kami)

Very Satisfied	Satisfied	OK	Disatisfied	Very disastified
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comment(s), if any:
(Ulasan tambahan jika ada)

Signature of respondent : _____

Date: _____

For Internal user: (Quality Department)
Date received from Dept:
Action needed to be taken: Yes No