



EXTERNAL CUSTOMER FEEDBACK (ECF)

FM-GBP-CPL-CS-003 | REV. 01

This form shall be accomplished semestrally and submitted to the Document Custodian one week after end of semester.

<u>PROVIDER</u>	<u>CUSTOMER</u>
Department/Unit: _____	Department/Unit: _____
Period Covered: _____	_____
Rendered Service: _____	_____

Based on your overall experience, please put (X) mark on the appropriate box.
 Item Legend: 5 – Outstanding; 4 – Very Satisfactory; 3 – Satisfactory; 2 – Needs Improvement; 1 – Poor

Quality of Service Rendered	5	4	3	2	1	N/A	Remarks
1. Promptness and timeliness of response							
2. Response to request done within the committed time period							
3. Process flow followed in responding to the request							
4. Knowledgeability of assisting personnel							
5. Sufficiency/accuracy of information/service provided							
6. Relevance of information/service provided							
7. Availability of needed resources at service provider level							
OVERALL RATING							

*** Please check appropriate box and provide explanation/reason(s) by citing instances (i.e., SLAs were not followed) so we can properly address your concern (use additional sheets, if necessary).**

Delivery Time Issue
 Data Accuracy
 Failure Rate
 Poor Communication
 Others (Pls. Specify) _____

Other Suggestions/Comments for Improvement:

Respondent: _____ Signature over Printed Name Date	Received by: _____ Signature over Printed Name Date
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Note: Accomplished External Customer Feedback form should be submitted to SCM@globalpower.com.ph