

Chapter VII -- Guide for Assessment and Evaluation of Customer Satisfaction Degree

Adhering to the principle of “Focusing on the Customer”, in order to fully learn about the customer demands and boost the improvement of product quality inside the company and the service level outside the company, Shangyuan Technology Co., Ltd. will periodically carry out assessment and evaluation on customer satisfaction degree according to the relevant provisions of the internal business process.

7-1 Mode of Assessment and Evaluation

- (1) Shangyuan shall implement the assessment and evaluation work of customer satisfaction degree in pre-sales, during-sales and after-sales stages.
- (2) The assessment and evaluation of customer satisfaction degree is carried out in a way of questionnaires. The regional sales managers of Shangyuan will distribute the questionnaires on customer satisfaction degree to the customers, collect said questionnaires from customers after being filled in, and submit same to the relevant departments Shangyuan for them to make relevant statistics and analysis.

7-2 Scope of Assessment and Evaluation

- (1) The products involved in the assessment and evaluation of customer satisfaction degree include the entire series of Shangyuan’s membrane elements.
- (2) The persons involved in the assessment and evaluation of customer satisfaction degree include all users who purchase and use the membrane elements of Shangyuan Company.

7-3 Content of Assessment and Evaluation

The assessment and evaluation of customer satisfaction degree mainly centers on the customers’ concern about the product quality and service quality.

Questionnaire of Customer Satisfaction Degree with Pre-sale Services

Dear customers:

Thank you for using our company's products. In order to improve product quality and customer service level of our company, please fill in this form. In order to provide better product and service for you, Shangyuan needs your support. For convenience, please tick ☒ in the box and fill in words in the blanks you think are appropriate.

Company name:

Address:

Contact person:

Telephone number:

Fax number:

e-mail:

1. Your understanding of the reverse osmosis membrane products of Shangyuan company ☐ Very familiar ☐ Familiar ☐ Know a little ☐ having heard of ☐ Know nothing

2. By what means do you know Shangyuan Company and its products? ☐ All kinds of exhibitions ☐ Media & advertising ☐ Introduction given by the salesman ☐ Introduction from the peers

3. Your positioning on Shangyuan's image ☐ Mature manufacturing company of reverse osmosis membrane element ☐ A new comer in this field ☐ low known company ☐ Know nothing about it

4. Your attitude toward the publicity and promotion methods of Shangyuan ☐ Very satisfactory ☐ Satisfactory ☐ Average ☐ Unsatisfactory ☐ Very unsatisfactory

The reason you tick "unsatisfactory" or "very unsatisfactory":

5. The main factors you take into consideration when you choose reverse osmosis membrane elements ☐ Quality ☐ Service ☐ Price ☐ Brand influence ☐ Others

6. The reverse osmosis technology you are most interested in is ☐ Fouling-resistant technology ☐ Oxidation-resistant technology ☐ Low-pressure high-permeate product ☐ Reverse osmosis membrane element with enhanced performance

7. The product type you mainly choose ☐ Ultra (extremely) low pressure element ☐ Brackish water element ☐ Fouling-resistant element ☐ Non-standard reverse osmosis membrane element

8. Are you willing to use native-brand reverse osmosis membrane element: ☐ Yes ☐ No

The reason you tick "No":

9. Your other suggestions:

Questionnaire of Customer Satisfaction Degree with During-sales service

Dear customers:

Thank you for using our company's product. In order to improve product quality and customer service level of our company, please fill in this form. In order to provide better product and service for you, Shangyuan needs your support. For convenient, please tick ☒ in the box and fill in words in the blanks you think are appropriate.

Company name:

Address:

Contact person:

Telephone number:

Fax number:

e-mail:

1. The reverse osmosis system failures you usually encounter with are :

2. If facing the above problems, you will: ☐ Solve them by your own technical force ☐ Ask the manufacturer or dealer to solve them
☐ Replace the product ☐ Return the product

3. The services you hope to get from our company: ☐ On-site trouble shooting ☐ Cleaning the membrane element ☐ Providing pretreatment process ☐ Operation and maintenance of system

Others:

5. Your evaluation on the current technical services provided by Shangyuan:

6. Your evaluation on the current sales service provided by Shangyuan:

7. Your other suggestions:

Questionnaire of Customer Satisfaction Degree with after-sales Service

<p>Dear customers:</p> <p>Thank you for using our company's product. In order to improve product quality and customer service level of our company, please fill in this form. In order to provide better product and service for you, Shangyuan needs your support. For convenient, please tick <input checked="" type="checkbox"/> in the box and fill in words in the blanks you think are appropriate.</p>			
information	Customer	Company name:	Address:
	Contact person:	Telephone number:	
	Fax number:	e-mail:	
	The main product models you are using:		
Satisfaction Degree with Product and Service	Satisfaction with tangible product quality	1. Fouling-resistant performance: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory	
	2. Consistency of performance index: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
	3. Appearance and size of product: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
	4. Permeate flow: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
	5. Rejection Rate: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
	6. Packaging and protection of product: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
	7. Service life of the product: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
	8. Your overall evaluation on the quality of Shangyuan's Products: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
	9. What item of product quality do you most hope Shangyuan to focus on:		
	Satisfaction degree with Sales and Technical Service	10. Cost-efficiency performance of the product: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory	
	11. Product price: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
	12. Timeliness of delivery: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
	13. Professional level of the technicians: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
	14. Effectiveness of the technical services: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
	15. Professional skills of the sales personnel: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
	16. Do you receive any visit from Shangyuan's sales personnel: <input type="checkbox"/> Frequently <input type="checkbox"/> Many times <input type="checkbox"/> Averagely <input type="checkbox"/> Seldom <input type="checkbox"/> Never		
	17. Timeliness of responding to complaints: <input type="checkbox"/> Very satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Average <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Very unsatisfactory		
Others	18. Are you willing to buy Shangyuan's products next time: <input type="checkbox"/> Very willing <input type="checkbox"/> Willing <input type="checkbox"/> averagely <input type="checkbox"/> Unwilling <input type="checkbox"/> Extremely unwilling The reasons you tick "unwilling" or "extremely unwilling" are:		
	19. Are you willing to introduce our company's products to others <input type="checkbox"/> Very willing <input type="checkbox"/> Willing <input type="checkbox"/> averagely <input type="checkbox"/> Unwilling <input type="checkbox"/> Extremely unwilling The reasons you tick "unwilling" or "extremely unwilling" are:		

Suggestions from the customer	20. Your other suggestions on Shangyuan's products and services:
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Acceptance Form of Customer Complaints on Tangible Product Quality

Document No.:	Use No.:
Sources of information	<input type="checkbox"/> End customers; <input type="checkbox"/> Distributors; <input type="checkbox"/> Engineering unit
Customer information	Corporate name (File No.): _____ Recipient's address: _____ Post code: _____ Contact person: _____ Phone: _____
Way of submission	<input type="checkbox"/> Telephone: <input type="checkbox"/> Fax: <input type="checkbox"/> E-mail: <input type="checkbox"/> CRM:
Submitter	Name: _____ Position: _____ TEL: _____ FAX: _____ E-MAIL: _____
Category of products and services	Service categories: <input type="checkbox"/> technical service <input type="checkbox"/> Sales service Others: _____ Models and quantity of products involved: _____
Reasons for Service Applied for	
Service requirement: please provide the following services before the date _____ <input type="checkbox"/> send personnel to provide services on site <input type="checkbox"/> provide solutions in a remote way <div style="text-align: right;">Signature of the business manager/Date: _____</div>	
Confirmation on Acceptance of Service Request: We agree to send _____ (personnel names) to provide the following services before the date _____ <input type="checkbox"/> Send personnel to provide services on site <input type="checkbox"/> Provide solutions in a remote way <div style="text-align: right;">Signature of Chief Engineering Officer (or Vice President of Marketing) / Date: _____</div>	
Confirmation on Offering of Service: <div style="height: 50px;"></div>	
Corrective and Preventive Measures: Formulated by the quality assurance supervisor/ Date: _____ Verified by the supervisor of the implementing department/ Date: _____ Approved by the management representative/ Date: _____	

Verification and feedback on the corrective and preventive measures:

Signature of quality supervisor/ Date:

Signature of management representative / Date:

Section 4 -- Temperature Correction Factors for Permeate Flow

Temperature °C	0.0	0.1	0.2	0.3	0.4	0.5	0.6	0.7	0.8	0.9
5	2.160	2.151	2.142	2.134	2.125	2.117	2.108	2.100	2.091	2.083
6	2.075	2.066	2.058	2.050	2.042	2.034	2.025	2.017	2.009	2.001
7	1.993	1.986	1.978	1.970	1.962	1.954	1.946	1.939	1.931	1.923
8	1.916	1.908	1.901	1.893	1.886	1.878	1.871	1.863	1.856	1.849
9	1.841	1.834	1.827	1.820	1.813	1.805	1.798	1.791	1.784	1.777
10	1.770	1.763	1.756	1.750	1.743	1.736	1.729	1.722	1.716	1.709
11	1.702	1.696	1.689	1.682	1.676	1.669	1.663	1.656	1.650	1.643
12	1.637	1.631	1.624	1.618	1.612	1.605	1.599	1.593	1.587	1.581
13	1.575	1.568	1.562	1.556	1.55	1.544	1.538	1.532	1.527	1.521
14	1.515	1.509	1.503	1.497	1.492	1.486	1.480	1.474	1.469	1.463
15	1.457	1.452	1.446	1.441	1.435	1.430	1.424	1.419	1.413	1.408
16	1.403	1.397	1.392	1.387	1.381	1.376	1.371	1.366	1.360	1.355
17	1.350	1.345	1.340	1.335	1.330	1.325	1.320	1.315	1.310	1.305
18	1.300	1.295	1.290	1.285	1.280	1.275	1.270	1.266	1.261	1.256
19	1.251	1.247	1.242	1.237	1.232	1.228	1.223	1.219	1.214	1.209
20	1.205	1.200	1.196	1.191	1.187	1.182	1.178	1.174	1.169	1.165
21	1.16	1.156	1.152	1.147	1.143	1.139	1.135	1.130	1.126	1.122
22	1.118	1.114	1.110	1.105	1.101	1.097	1.093	1.089	1.085	1.081
23	1.077	1.073	1.069	1.065	1.061	1.057	1.053	1.049	1.045	1.042
24	1.038	1.034	1.030	1.026	1.022	1.019	1.015	1.011	1.007	1.004
25	1.000	0.997	0.995	0.992	0.989	0.987	0.984	0.982	0.979	0.976
26	0.974	0.971	0.969	0.966	0.963	0.961	0.958	0.956	0.953	0.951
27	0.948	0.946	0.943	0.941	0.938	0.936	0.933	0.931	0.928	0.926
28	0.924	0.921	0.919	0.916	0.914	0.912	0.909	0.907	0.904	0.902
29	0.900	0.897	0.895	0.893	0.89	0.888	0.886	0.883	0.881	0.879
30	0.877	0.874	0.872	0.870	0.868	0.865	0.863	0.861	0.859	0.856
31	0.854	0.852	0.850	0.848	0.845	0.843	0.841	0.839	0.837	0.835
32	0.832	0.830	0.828	0.826	0.824	0.822	0.820	0.818	0.816	0.813
33	0.811	0.809	0.807	0.805	0.803	0.801	0.799	0.797	0.795	0.793
34	0.791	0.789	0.787	0.785	0.783	0.781	0.779	0.777	0.775	0.773
35	0.771	0.769	0.767	0.765	0.763	0.761	0.760	0.758	0.756	0.754
36	0.752	0.750	0.748	0.746	0.744	0.743	0.741	0.739	0.737	0.735

37	0.733	0.731	0.730	0.728	0.726	0.724	0.722	0.721	0.719	0.717
38	0.715	0.713	0.712	0.710	0.708	0.706	0.705	0.703	0.701	0.699
39	0.698	0.696	0.694	0.693	0.691	0.689	0.687	0.686	0.684	0.682
40	0.681	0.679	0.677	0.676	0.674	0.672	0.671	0.669	0.667	0.666

[Corrected Permeate Flow] = [Measured Permeate Flow] × [Temperature correction factor corresponding to feedwater temperature (as stated in above table)].