



PLATAFORMA PORTUÁRIA INDUSTRIAL
Uma empresa certificada
NBR ISO 9001 e ISO 14001

CLIENT'S SATISFACTION EVALUATION – SHIP REPAIR E TUP

Date:

Client	Ship	Filled in by (name/position)	Nº:
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Reference	Questions	Please give a grade to this matter.						How is this important to the contract?					Observation: (number and indicate behind)	
		1	2	3	4	5	NA	1	2	3	4	5		NA
Access to Commercial area	Did you notice readiness and interest on proposal's delivery?													
	Was the proposal's delivery time adequate?													
	Was a good receptivity felt during the commercial negotiation?													
	The prices of services were compatible with the services provided?													
Accommodation and facilities	Is the accommodation offered by Maua Shipyard sufficient?													
	Are the telephone facilities adequate?													
Accommodation and facilities Management and coordination of the contract	Were the time commitments accomplished?													
	During the job execution, was the provided information adequate and sufficient?													
	How do you evaluate the quality of services rendered?													
	How is the qualification level of services?													
	Regarding our team, how was the relationship?													
	How do you rate the workshops?													
	Were additional working quotations quickly provided?													
Environment and Safety	How do you rate leadership commitment to a good service? (Coordinators, Supervisors)													
	Could you realize Maua Shipyard commitment to environmental issues?													
	Was the <i>briefing</i> clear and took place at the early starting of activities?													
Patrimonial Security	How was the communication at the vessel, in regard to high-risk work?													
	Which your satisfaction regarding the receptivity and information provided by security guards?													
Mauá Shipyard General Aspects	How do you evaluate client and your subcontractor's access to the yard facilities?													
	How do you evaluate the signs at common areas?													
Business	Will you recommend Maua Shipyard for another repair in the future?		YES			NO	(Please Explain)							

LEGEND

(*) Grades to the questions:	1: Terrible	4: Good	(**) Question's importance:	1: Not important	4: Very important
	2: Bad	5: Excellent		2: Small importance	5: Extreme important
	3: Regular	NA: Not Applicable		3: Important	NA: not applicable

Chanel Compliance - <https://contato.estaleiromaua.ind.br/canal-de-denuncias/>