

Junma Services Pte Ltd



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Customer Satisfaction Survey

Dear Valued Customer,

We are constantly looking for ways to improve the quality of our products and services. To do that, we need to know what you think. We'd really appreciate it if you would take just a few minutes to respond to the handful of questions below. As a valued customer, how you rate our work is the most important information we can get. Please help us do the job you deserve - the *best* possible!

Job No: JS-10-1498
Company Name: Teekay Shipping
Name of Vessel: Torben Spirit
Name of Engineer/Consultant Attending to the Job:

Date: 28/09/2010

MA YULIN

Satisfaction Levels (Please tick the appropriate box)

No	Criteria	Excellent	Good	Fair	Poor
1	Professionalism		X		
2	Quality of Service		X		
3	Reliability		X		
4	Responsiveness		X		
	Overall		X		

Suggestions/ Remarks:

THE COMPANY APPROACH WAS VERY PROFESSIONAL FROM INSPECTION STAGES THROUGH LOGISTICS AND REPAIR WORK.

THE ATTENDING ENGINEER WAS VERY KNOWLEDGABLE AND CO-OPERATIVE TO OUR NEEDS AND FOLLOWING PROCEDURES.

Commented By:

Name: D.B. WHITE

Designation: CHIEF ENGINEER

