

GRAND PRIX ENGINEERING (P) LTD.

CUSTOMER FEEDBACK

Ref. No.: GP/CFB/GP-1085

Date: 18/01/2010

The Executive
Supply Chain Management
Hydrocarbon Mid & Down Stream
Larsen & Toubro Limited
L&T Knowledge City, SEZ (IT/ITES)
Ground Floor, West Tower
Near Waghodia Crossing
NH No.8, Vadodara - 390 019
Gujarat, INDIA

Kind Attn.: Mr. Krunal Shah

Dear Sir,

We refer to your Purchase Order No. HARP/45000-54770/KJS Dt. 24.04.08 & Amendment No. 1 Dt. 30.01.09 for the supply of Lean Solvent Carbon Filter (. 2111-V-0) and Lean Solvent Carbon Bed (2007-V-03).

The above mentioned item was supplied against our Invoice No. 132 Dated 31.01.2009 and 182 Dated 31.03.2009 respectively.

We request you to kindly forward your comments on the following information to enable us to improve our product and services and continue to serve you effectively and efficiently.

For Grand Prix Engineering (P) Ltd.

Krunal Shah
Authorized Signatory

PARAMETERS	RATING IN PERCENTAGE				
	Excellent (90 ~ 100 %)	Very Good (80 ~ 90 %)	Good (70 ~ 80 %)	Satisfactory (60 ~ 70 %)	Poor (< 60 %)
Quality of Product		✓			
Quality of Documents	✓				
Adherence to Schedule				✓	
Quality of Packaging		✓			
Human Relation	✓				
Promptness in queries		✓			

Recommendation for Improvement: ① Establish full involvement of planning dept. ② contracts/projects should be the single point contact for entire execution of the project till delivery.

Sign. : Krunal Shah
Name : Krunal Shah
Date : 21/01/10

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