



JABATAN LAUT SARAWAK
 [SARAWAK MARINE DEPARTMENT]
 Lot 683, Seksyen 66, Jalan Utama, Tanah Puteh
 93619 Kuching



CUSTOMER FEEDBACK FORM

Dear Customer,

Customer's satisfaction is our priority. Your feed-back by filling this form regarding the following nautical products published by Sarawak Marine Department to help us to provide our quality service more effectively.

Tick (✓) in the box provided.

| Nautical Product | Subject | Comments | | |
|---|--|--------------------------|--------------------------|-------------------------------|
| | | Good | Satisfactory | Not Satisfactory (to specify) |
| SAR Charts and ENC's S57e3 Cell | 1) Printing/Publishing (CD Rom) Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 2) Accuracy of data | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 3) Information complete for navigation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 4) All danger/features adequately charted | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 5) Is the chart/cell up to date | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 6) Is the chart/cell useful for navigation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 7) Is the price of the product reasonable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 8) Are the products easily available | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 9) Other (to specify) | | | |
| | | _____ | | |
| | | _____ | | |
| | | _____ | | |
| Sarawak Tide Tables/ Tidal Stream Tables (Tables/Digital) | 1) Printing/Publishing (CD Rom) Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 2) Accuracy of data(predicted against actual data) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 3) Are predicted data adequate for navigation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 4) Is the price of the product reasonable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 5) Are the products easily available | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 6) Other (to specify) | | | |
| | | _____ | | |
| | | _____ | | |
| | | _____ | | |

| Nautical Product | Subject | Comments | | |
|-------------------------------|---|--------------------------|--------------------------|----------------------------------|
| | | Good | Satisfactory | Not Satisfactory (to specify) |
| Daily and Cumulative NTM's | Is notice promulgated within sufficient time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 1) Is NTM's promulgated via e-mail / website useful | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 2) Are the information useful for mariners | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 3) Quality of printing/publishing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 4) Is the information accurate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 5) Are the products easily available | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 7) Other (to specify) | <hr/> <hr/> <hr/> | | |
| Sarawak Nautical Almanac | 1) Is the almanac useful for reference to mariners | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 2) Quality of printing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 3) Accuracy of information/services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 4) Are the products easily available | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 5) Other (to specify) | <hr/> <hr/> <hr/> | | |

Customer Particular

Name : _____

Address : _____

Telephone No. : _____ Date _____

[Please submit this form to suggestion box at any Marine Office or send to the above address.]

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