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## **APPENDICES**

**CUSTOMER SURVEY ON SERVICE****Operator:**

How many telephone rings did you have to wait for the operator to respond? \_\_\_\_\_ Rings

Promptly

Acceptable

Too slow

Was the welcoming expression impressive?

Delightful

Normal

Improve it

Was the operator helpful and able to direct you to the right department?

Helpful

Not bad

Improve it

**Sales Representative:**

What can you say about the knowledge of the Sales staff on the products of the company?

Very Well

Average

Limited

Did you feel that Sales rep was responsive to your requests?

Promptly

Acceptable

Too slow

Did the Sales rep provide enough relevant information and guide you through to making decision?

Plentiful

Just About

Too Few

Did the Sales rep spend the appropriate amount of time assisting you?

Plentiful

Just About

Rushing

Did you feel that you were treated with courtesy and respect at all time?

Always

Few

Has the Sale rep ever checked up if the product is working fine and that you are satisfied within the period of one year after the sale over?

A good few times

Not Once

What do you think of the routine follow-through by Sales rep after purchased?

Caring

Just trying to sell more product

**Technician:**

Did our Technician show up on time?

- What was the appointment time: \_\_\_\_\_ am/pm
- When did the Technician arrived: \_\_\_\_\_ am/pm

Does the company's maintenance program service meet your expectation?

Value for Money

Reasonable

Waste of Money

Did our Technician show you respect and courtesy while at the site?

Always

Few

Would you consider our Technician to be well dressed while visiting the site?

Clean & Smart

Dirty & Scruffy

Please rate our service from 1 (lowest) –10 (highest):

- Technician support to you \_\_\_\_\_
- Ability to solve problems \_\_\_\_\_
- Cleanliness of work \_\_\_\_\_
- Preparation of equipments \_\_\_\_\_
- Solve problem quickly \_\_\_\_\_
- Overall quality of work \_\_\_\_\_

Did the Technician pass on appropriate advice on how to look after equipments in detail?

Appropriately

No

From the problems listed below please rate base on your viewpoint of the seriousness of each problem when you encountered one. On the scale of *1=less serious, 2 =serious, 3 =extremely serious*.

**Problem with the swimming pool Structure:**

- Swimming pool structure tear apart \_\_\_\_\_
- Crack in the structure and water leakage \_\_\_\_\_
- Crack found on the concrete surface but no leakage \_\_\_\_\_
- Cracking of the terrace \_\_\_\_\_
- Sagging of the terrace \_\_\_\_\_
- Swimming pool structure sag/collapse \_\_\_\_\_
- Swimming pool built to the wrong dimension or shape \_\_\_\_\_

**Problem with the Water pipeline:**

- Water leakage \_\_\_\_\_
- Water blockage \_\_\_\_\_

**Problem with the Equipment:**

- Filter machine breakdown or faulty \_\_\_\_\_
- Water pump machine breakdown or faulty \_\_\_\_\_

**Problem with the Finishing of the swimming pool:**

- Floor tile fall off \_\_\_\_\_
- Floor tile crack and break \_\_\_\_\_
- Floor tile is not laid down perfectly \_\_\_\_\_
- Uneven floor \_\_\_\_\_
- Imperfect equipments fitting e.g. lighting, gating etc \_\_\_\_\_
- Sharp edges found \_\_\_\_\_
- Water in the swimming pool not clean and clear \_\_\_\_\_

**Finance:**

Was the detail on the invoice accurate?

Correctly

Mistakes

Did our staff approach you appropriately in order to collect money?

Appropriately

Normal

Disrespectful

**Company Overall**

How many days did you have to wait overall until your request was responded? \_\_\_\_\_ Days

Promptly

Acceptable

Too slow

How satisfied are you with the overall quality of the product: swimming pool and service?

Product \_\_\_\_\_ (1-10)

Service \_\_\_\_\_ (1-10)

What do you consider the Strengths or Weaknesses of our product/service to be?

Strengths \_\_\_\_\_

Weaknesses \_\_\_\_\_

Would you consider us for your next purchase?

Yes

No

Maybe, If \_\_\_\_\_

What is your overall level of satisfaction towards the company?

1

2

3

4

5

6

7

8

9

10

Are there any additional Product and/or Service features that may be of interesting to you?

\_\_\_\_\_  
\_\_\_\_\_

Please recommend anything further improvement upon our existing Product and/or Service

\_\_\_\_\_  
\_\_\_\_\_

Would you recommend us to someone else?

Yes

No

Maybe, If \_\_\_\_\_



## CUSTOMER SURVEY ON SERVICE

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Strengths \_\_\_\_\_

Weaknesses \_\_\_\_\_

Would you consider us for your next purchase?

- Yes
- No

Maybe, If \_\_\_\_\_

What is your overall level of satisfaction towards the company?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

Are there any additional Product and/or Service features that may be of interesting to you?

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Please recommend anything further improvement upon our existing Product and/or Service

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Would you recommend us to someone else?

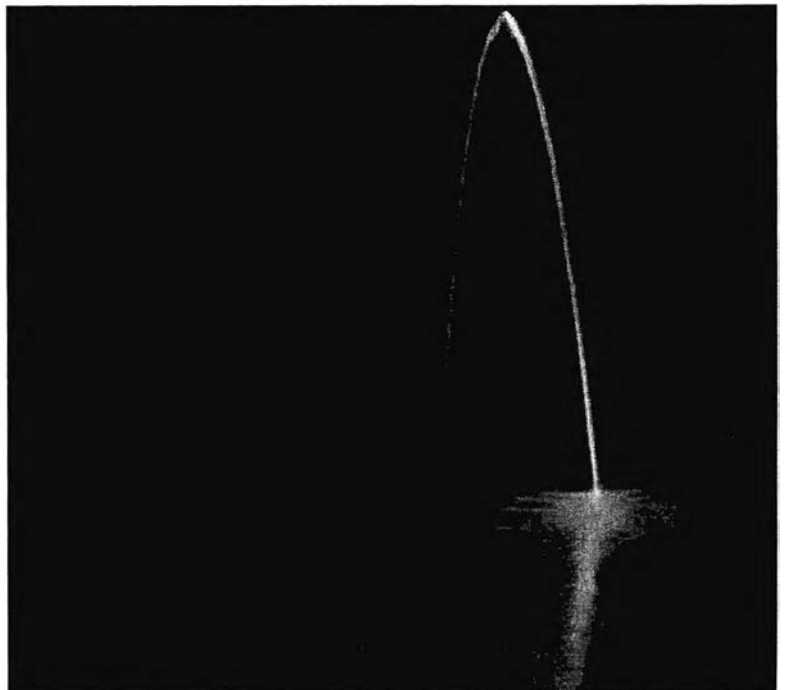
- Yes
- No

Maybe, If \_\_\_\_\_



# **Owner's Manual for Swimming Pool**

**Your personal detailed guide to proper  
Use & Handling and care for your  
swimming pool**

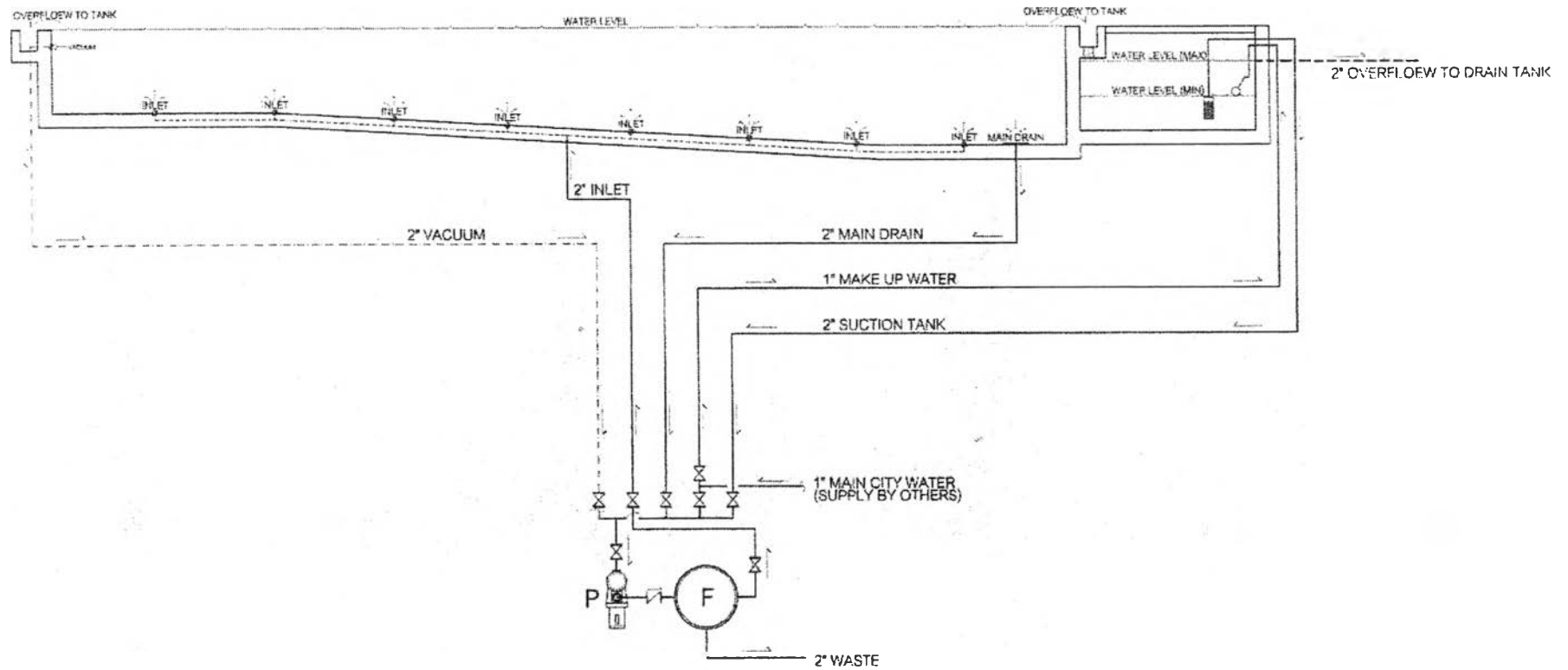


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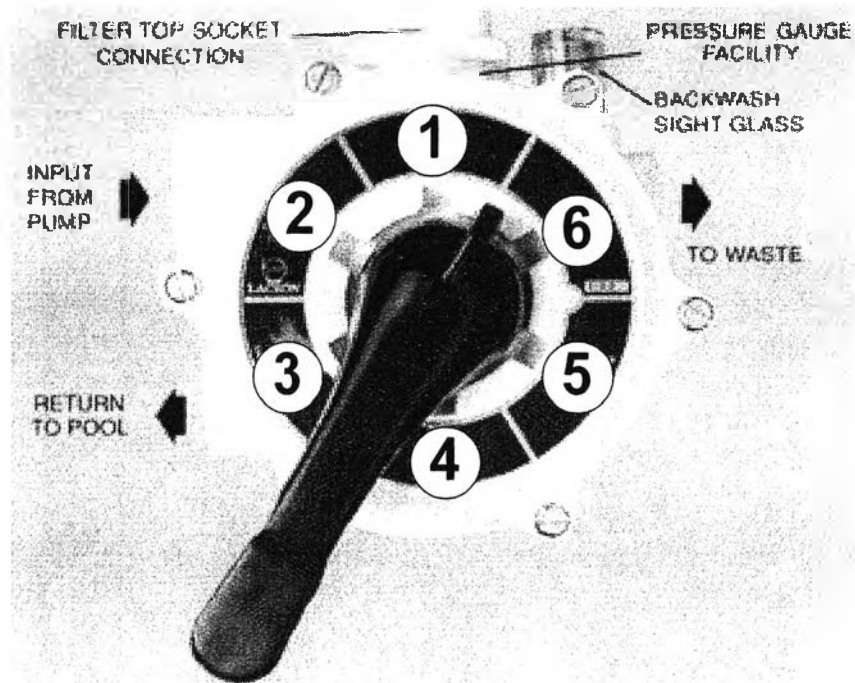
Phone: 555-555-5555  
Fax: 555-555-5555  
E-mail:  
someone@example.com

## SCHEMATIC DIAGRAM OF THE SWIMMING POOL

For customers' future reference to the layout of swimming pool system, attached to every owner's manual is the schematic diagram of their swimming pool. The circuit diagram of the swimming pool system specifies the location of machines, water valve and the direction of water flow around the system.



## MULTIPOINT VALVE



1. **Position 1: FILTER** – valve positioning for water filtration process. Pump machine pumped water in which it enter filter machine and out to the pool.
2. **Position 2: RINSE** – this position is used to rinse the filter bed after backwashing. Water from the pump is directed to the top of the tank, and then leaves the tank. The process can be observed through the clear sight glass.
3. **Position 3: AUXILIARY CIRCULATION** – water is drawn from the main drain and by-passes the filter machine in which water is returned at maximum flow to the pool through the inlet fittings.
4. **Position 4: BACKWASH** – this is used for backwashing only. Water from the pump is directed into the filter machine, and leaves the machine to waste.
5. **Position 5: WATER VALVE CLOSED** – this position shuts off the pipeline connecting the pump and the multiport valve. This position is normally used when the lid of the filter machine or pump machine are to be removed.
6. **Position 6: WASTE** – all water from the pump by-passes the filter tank and goes directly out through waste outlet. This position is used when draining water out of the swimming pool.

## **WATER FILTRATION**

### **Why filter water?**

In order to maintain swimming pool water in sanitary condition (clean), owner must pay extra attention to the water. By keeping the water clean owner must perform water filtration process, and most importantly the chlorination process.

### **Water Filtration Procedure**

Beside chemical products, water filter machine is the heart of the swimming pool; the filter removes suspended dirt particles and helps keeping the water clean. In performing water filtration process owner must do these following steps:

1. While the main power supply is switched off, check that the water valve is rotated to position 1
2. Check for the presence of the filter basket in the water pump machine
3. Check for the presence of the filter cartridge is placed in the water filter machine
4. Then make sure that the main power supply is switched on ready for activation
5. Switch the button located at the back of the pump machine to ON to run the machine
6. Water is now circulated around the system, water filtration process is now under operation

### **Warning!!!**

- **Prior to running check that all water valves are in the correct positions for its operation.**
- **NEVER attempt to alter water valves without first stopping the pump or in anyway subjecting the system to a closed head situation.**

### **Suggestion!!!**

- We suggest that owner of the swimming pool keep the water filtration process running for 6-8 hours a day
- 3 times a week usually on the following days Monday, Wednesday and Saturday.



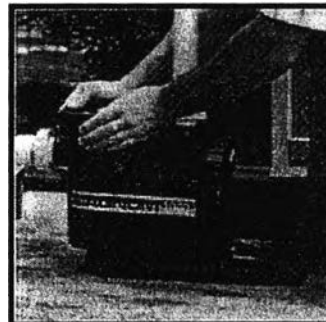
## **BASIC CLEANING PROCEDURE:**

### **Cleaning Water pump machine**

The water pump machine needed the periodical servicing such as lubricating pump, replacement of insulator (seal) and a few other tasks in which the company is responsible for these actions. However owner has responsibility of their own that must be performed on an occasional basis such as cleaning.

**To clean water pump you must follow through these procedure accordingly:**

1. Switch water pump machine button located at the back of the machine to OFF position
2. Make sure that the main power supply is switched off (INACTIVE)
3. Close all the water valves so that no water passes through during the cleaning by rotating the handle to **position 5** (above)



4. Simply twist the top cap anticlockwise to release.



5. Take out the filter basket to clean by removing any large debris trapped within.
6. Place the filter basket back to the pump
7. Swist the top cap back on by turning clockwise

**Suggestion!!!**

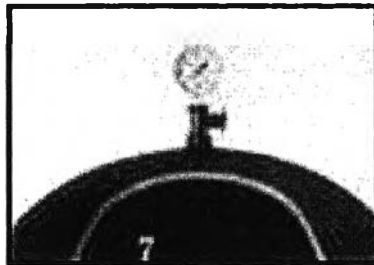
- We suggest that owner perform primary cleaning twice a week

### **Cleaning water filter machine**

Owner is expected to perform basic cleaning task by mean of cleaning the filter cartridge known as backwashing. The filter cartridge traps small particles floating both on top of the water surface (dusts, small insects and many others), and the residue sink down to the bottom of the pool (small pebbles, mud and others). When owner do not clean the filter cartridge over a long period of time, the filter membranes become blocked with dirt particles, which dropped the water pressure from the pump machine substantially hence wear down pump insulator and may possibly lead to overheating.

### **How do I know when to perform cleaning?**

You can either set yourself a periodic cleaning time table (once a week or else) and then follow schedule. Otherwise, owner must keep an eye on the pressure gauge situated at the top of the filter machine. You will notice that water pressure, as read by the gauge, dropped to the range **15-18 PSI**, which is the sign that filter cartridge needed cleaning.

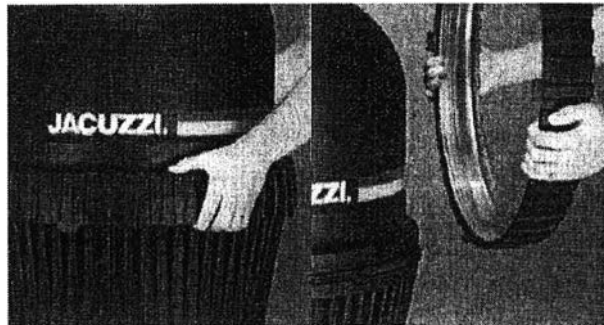


**To clean water filter machine you must follow through these procedure accordingly:**

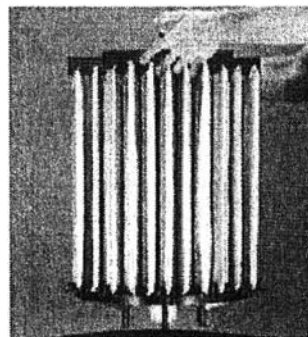
1. Before switching on the main power supply, make sure that the all the water valves are rotated to BACKWASH position 4.
2. The water filtering machine also has a lever in which must be slide to Backwash position.
3. Switch on the main power supply
4. Turn on the water pump machine



5. Backwashing process usually take an approximation of 5-10 minutes, however, on both the multivalve and water filter machine situate a small sight glass enabling owner to observe during the process. As soon as water through sight glass is clear backwashing process has been completed.
6. Once water observe through the sight glass becomes clean (water should be cloudy/muddy during the process) turn off the water pump machine.
7. Switch off the main power supply
8. Push the lever on the filter machine back to the Filter ready position



9. Once the backwash process has been completed, owner must first disassemble the filter machine by taking off the lid, as above.



10. Take out the filter cartridge and coat the filter membranes with detergent (Wilco Diatomite). Leave it until dry then place back the cartridge back to the machine.
11. Place the lid back.

## **HANDLING CHEMICAL PRODUCT FOR SWIMMING POOL**

All the chemical products talked about in this section have certain role of their own but one thing each have in common is that together they keep pool water in sanitary condition, clean and as well as clear.

### **1. CHLORINATION**

#### **a. HI-LITE POOL (STABILISED CHLORINE)**

Everyday the water is contaminated by dusts and small micro-organism technically called "Pathogenic Bacteria" also introduced to the water constantly especially when the swimming pool is situated outdoor. Chlorination is the process of treating pool water with chlorine to kill any kind of bacteria introduced to the pool water. Chlorine has the property of keeping the water clean from bacteria, since it kills bacteria even in low concentration as quickly as few minutes after contact. The value added of chlorine treatment also reduces and to certain level prevent the growth of algae in the pool water. This also reduces the workloads imposing on the filter machine, trying to remove the algae during filtration process.

The disinfection process is carried out by adding hi-lite pool (stabilised chlorine) to keep the swimming pool water at concentration of 1.0-1.5 ppm. Using hi-lite pool, chlorine concentration at 90% at 300 grams per 100 cu.m. of water per day in the evening.

## 2. OTHER CHEMICAL PRODUCT USE IN WATER TREATMENT

### a. SWIM-TRINE (ALGAECIDE)

Swim-Trine can effectively control mustard and green algae. It is a fast acting algae control, which eliminates algae within hours of application. We suggest that you apply this particular treatment on the scale of 2 ounces per 5,000 gallons of pool water capacity by sprinkle into the water around the entire perimeter, once every week.

This particular product does not cloud water after the treatment, and must be left for 2 hours after the treatment. **Warning!! No immediate swimming after the treatment.**

### b. BLACK ALGAE-TRINE

This particular product is specially formulated to control black algae, which these algae are usually embedded itself on the floor tile and are resistance to other chemicals. Black algae-trine is fast acting agent and kills black algae quickly and effectively. Apply 6 ounces dosage per 5,000 gallons of pool water capacity, everyday for 2-3 weeks until algae fall out. You can also speed up the process using brush & scrub equipment.

This particular product does not cloud water after the treatment, and must be left for 2 hours after the treatment. **Warning!! No immediate swimming after the treatment.**

### c. POOL-TRINE

Pool-trine is algaecide and water clarifier for pool water. When pool water is treated with this particular product, it helps eliminates green algae on the other hand increases water clarity (reduces cloudy water). It is recommended that you perform the water treatment when pool water turns greenish colour, however, only apply the treatment when the pH of the water is in range between 7.2-7.6 only, if the water pH is somewhere below or above the specified pH range water must first be treated with  $\text{Na}_2\text{CO}_3$  or  $\text{NaHSO}_4$  or HCL.

The chemical product is long lasting, which has the ability to clear up water and kill algae. However, the application must be at 20 ounces per 10,000 gallons pool water capacity, while keeping the water to circulate for 24 hours.

**d. STAIN-TRINE (STAIN & SCALE PREVENTER & REMOVER)**

This particular product loosens as well as prevents stain and scale builds up on pool surfaces and components. Scaling often the cause of minerals such as iron, calcium and manganese, which build up strong layer on the floor tile and often tough at removal. Apply 10 ounces per 5,000 gallons pool water capacity.

**e. CLEAR-TRINE (WATER CLARIFIER)**

This product is to solve cloudy water problem, it helps clarify water as the caused of dusts and micro-organisms. In the case of water becomes very cloudy the following portion is to be applied at 4 ounces per 5,000 gallons pool water capacity. The treatment is to be performed once or twice a week.

### **3. PH AND ALKALINITY**

#### **a. PH**

Acidity and alkalinity are measured by the pH concentration. This is a logarithmic system with values below 7.0 for acidity, above 7.0 for alkalinity, 7.0 being neutral (Neither acid nor alkaline). Acid water fosters the corrosion of metal parts, which can lead to the expense of replacing heaters, filters and other equipments. Alkali water causes mineral deposits, which interferes with disinfectant. Cloudy water irritates bathers' skins, eyes and breathing passages. The typical pH level of pool water must not have pH concentration either too high or too low of 7.2-7.8

- When pH in pool water is below pH 7.2 use sodium carbonate ( $\text{Na}_2\text{CO}_3$  or commonly known as soda ash) to raise the pH level
- When pH in pool water is above pH 7.8 use hydrochloric acid (HCL or  $\text{NaHSO}_4$ ) to lower the pH level.

#### **b. ALKALINITY**

This refers to the quantity of alkaline materials in the water, which should be from 80 to 200 ppm. To prevent the rapid change of pH concentration (ph-bounce)



## SWIMMING POOL WATER MAINTENANCE CHART

<b>PROBLEM/SYMPTOM</b>	<b>PROBLEM CAUSED BY</b>	<b>REMEDY</b>
<p>A. CLOUDY GREEN COLOUR</p> <p>B. BLACK SPOTS ON POOL WALL</p> <p>C. CLEAR GREEN COLOUR</p>	<p>A. Yellow, brown or green algae</p> <p>B. Black algae</p> <p>C. Copper or iron in the water</p>	<p>A. Use SWIM-TRIME PLUS &amp; CLEAR-TRINE</p> <p>B. Use BLACK ALGAE-TRINE</p> <p>C. Adjust pH level with CHLORTRINE to range 7.4-7.6 also add STAIN-TRINE</p>
<p>A. UNABLE TO MAINTENANCE CHLORINE RESIDUAL</p>	<p>A. Hot weather climate, many bather load, dirt and debris, stabiliser too low</p>	<p>A. 1. Increase the CHLOR-TRINE dosage to maintain chlorine residue level to 1.00-3.00 ppm</p> <p>A. 2. Add CHLOR-TRINE stabiliser, adjust the level to 50-75 ppm.</p>
<p>A. BROWN STAIN ON POOL SURFACE</p> <p>B. REDDISH-BROWN OR YELLOW BROWN STAINS ON PLASTER</p>	<p>A. Iron in the water</p> <p>B. High pH or high alkalinity</p>	<p>A. Adjust pH and total alkalinity with CHLOR-TRINE pH down or muriatic acid, and add STAIN-TRINE</p> <p>B. Same procedure as above</p>
<p>A. WATER TURNS EMERALD GREEN</p>	<p>A. pH level in water is too high</p>	<p>A. Adjust pH to 7.4-7.6 with CHLOR-TRINE pH down or muriatic acid</p> <p>B. Adjust to 80-120 ppm with CHLOR-TRINE pH down or muriatic acid, and add CLEAR-TRINE</p>

**N.B. CHLOR-TRINE IS 90% CHLORINE GRANULE OR POWDER**

**COMPARISON TABLE OF VARIOUS CHLORINE TYPE AVAILABLE IN THE MARKET**

<b>PRODUCTS</b> <b>PROPERTIES</b>	<b>Chlorine Gas</b>	<b>Sodium Hypochlorite</b>	<b>Calcium Hypochlorite</b>	<b>Trichloroisocyanuric Acid (TCCA)</b>	<b>Sodium Dichloroisocyanurate</b>
<b>Appearance</b>	Gas	Liquid	Granule	Power, Granule, Tablet	Granule
<b>Chlorine concentration</b>	100%	10%-15%	65%-70%	90%	60%
<b>Safety at handling</b>	Difficult to handle	Difficult to handle	Easy to handle	Easy to handle	Easy to handle
<b>Combustibility</b>	Not combustible	Not combustible	Combustible	Self-extinguishable	Combustible (above 250°C)
<b>Stability in storage</b>	Excellent	Poor (if kept for a year the chlorine concentration depreciate by half)	Average (if kept for a year the chlorine concentration depreciate by 5-10%)	Good (if kept for a year the chlorine concentration depreciate by 4-5%)	Excellent (if kept for a year the chlorine concentration depreciate by 1-2%)
<b>Impact to the water</b>	Lowers pH significantly	Raise pH	Raise pH and calcium harness	Lowers pH by small degree	Very small impact
<b>Free residual chlorine (Stability in water)</b>	Poor (unless stabilised)	Poor (unless stabilised)	Poor (unless stabilised)	Excellent	Good
<b>Application</b>	Feeding machine required	Expensive feeder required	Easy (2-3 times dosage required a day)	Easy	Easy

# INSTRUCTION POSTER

## FILTRATION PROCESS:

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- ✓ Prior to running check that all water vaves are in the correct positions for its operation.
- ✓ NEVER attempt to alter water valves without first stopping the pump or in anyway subjecting the system to a closed head situation.

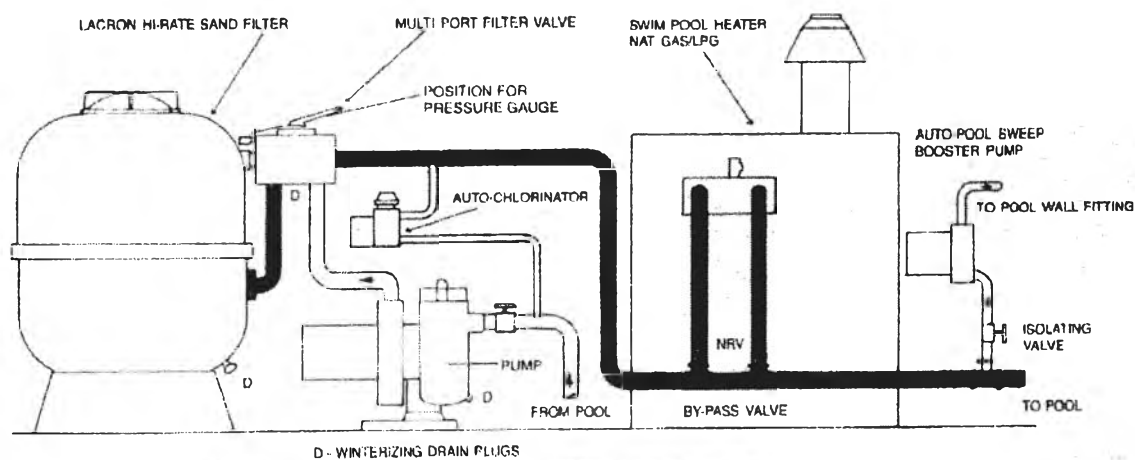
## RECOMMENDATION

- During The rainy season, it is recommended that user keep the system running for extra hours and apply 10% more chemical products because bacteria travel with the rain water, which is introduced to the pool water.

## CLEANING PROCESS:

1. Ensure That all the water valve are rotated to BACKWASH position.
2. Also make sure that the lever on the filter machine is at the BACKWASH enable position
3. Switch on the main power supply
4. Turn on the water pump machine
5. Leave backwash process to run for 5-10 minutes. Observe through sight glass, backwash process is completed when water is clear.
6. Once backwashing process is completed turn off the pump machine and switch off the main power supply.
7. Push the lever on the filter machine back to FILTER postion.
8. Take out filter cartridge to coat the membranes with detergent (Wilco Diatomite).
9. Place back the filter cartridge back into filter machine.

## TYPICAL INSTALLATION LAYOUT





	Weak				Strong
<b>SUBCONTRACTOR EVALUATING CRITERIA</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1. Conformity to delivery deadlines					
2. Quality of parts/products/material use on the project					
3. Quality of craftsmanship/neatness/attention to details					
4. Conformity of goods to requested quality					
5. Overall quality of service provided					
6. Competitiveness of terms and conditions					
7. Work standard qualification e.g. ISO 9000 series					
8. Competitiveness of price					
9. Workforce skill/ability/responsibility towards work					
10. Technical support staff's know how					
11. Work inspection/Quality Assurance					
<b>COLUMN TOTALS</b>					
<b>COLUMN AVERAGE / TOTAL SCORE</b>					

**COMMENTS**

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Maintain in master subcontractor file  YES / NO

**PREPARED BY**

Name \_\_\_\_\_ Signature \_\_\_\_\_  
 Date \_\_\_\_\_

**APPENDIX 3: Result of Implementation**  
**CUSTOMER SURVEY ON IMPLEMENTATION**

*N.B. Please feel free to tick more than one tick box as this would enable us to understand the way you feel about certain aspects asked below.*

**Before**

1. Have you, in the past, consider operating swimming pool (machines etc) alone by yourself a tough tasks to handle?  
 Yes, Why?.....  No, Why?.....
  
2. Before we issue out an owner’s manual & instruction poster, were you able to operate machines with ease?  
 Yes, it was easy     Yes but was not easy     No, not easy     Other,.....
  
3. Would you be confident enough to handle the systems by yourself without any guidance at first?  
 Yes                                     No                                     Maybe, if?.....
  
4. If the company did not provide you a manual, would one training session alone be enough to help you operate all the system?  
 Yes                                     No                                     Depends, if?.....
  
5. Similarly, do you think one training session would be enough if company also give you a manual as well as instruction poster for your guidance?  
 Yes                                     No                                     Depends, if?.....
  
6. Did the training helps build up your confidence and the ability to handle machines and systems properly?  
 Yes, totally     Yes, to certain level     Not at all     Other,.....
  
7. Would you be more satisfied if the company issue to you a copy of owner’s manual to keep?  
 Yes                                     No                                     Depends, if?.....
  
8. Out of 10 what will you rate the following categories before there were manual and poster?  
 Where the scales are: 10 = “YES, with my best ability” to 1 = “NOT AT ALL Capable of doing”
  1. Ability to operate systems without technical helps? \_\_\_\_\_
  2. Ability to use & handle machines correctly? \_\_\_\_\_
  3. Ability to use & handle machines quickly? \_\_\_\_\_
  4. Ability to understand what you are required to do (e.g. operating procedures)? \_\_\_\_\_
  5. Ability to operate machines without causing problem/breakdown? \_\_\_\_\_
  6. Ability to perform water treatment tasks involving chemical products correctly? \_\_\_\_\_
  7. Ability to perform basic cleaning tasks properly? \_\_\_\_\_
  8. What would you rate company for the effort in trying to help you operate machines? \_\_\_\_\_

**After**

1. What do you think of the idea to produce 'Instruction Poster', which act as a quick reminder and reference to you when performing main tasks such as how to perform water filtration?

- Useful
- Not going to work
- Other,.....

2. Has both manual and poster helped you to operate more quickly and confidently?

- Yes, totally
- Yes, to certain level
- Not at all
- Other,.....

3. Are you able to operate machines and perform basic maintenance tasks more efficiently?

- Yes, totally
- Yes, to certain level
- Not at all
- Other,.....

4. How successful do you consider the manual and poster solution helps to reduce problems?

- Successful
- Acceptable
- Not too well
- Other,.....

5. The purpose of instruction poster is to highlight the most frequent performing tasks such as water filtration procedure, so that it can be followed fearlessly without trouble. How well do you think it has performed its purpose?

- It is helpful
- Still not helping
- Other,.....

6. The purpose of owner's manual is to serve as a more detailed reference guide that contains information on the use and handling of swimming pool and the detail of the system. How well do you think it has performed its purpose?

- It is helpful
- Still not helping
- Other,.....

7. Out of 10 what will you rate the following categories after there were manual and poster?  
Where the scales are: 10 = "YES, with my best ability" to 1 = "NOT AT ALL Capable of doing"

- 1. Ability to operate systems without technical helps? \_\_\_\_\_
- 2. Ability to use & handle machines correctly? \_\_\_\_\_
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- 8. What would you rate company for the effort in trying to help you operate machines? \_\_\_\_\_

## CUSTOMER SURVEY ON IMPLEMENTATION

*N.B. Please feel free to tick more than one tick box as this would enable us to understand the way you feel about certain aspects asked below.*

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## CUSTOMER SURVEY ON INTEREST

*ABC has looked into various new products and how to make them more interesting, so came up with the following gesture. Please tell us your opinion and let us know what you think of them? Where 10 (highest rating) = Most interesting & desirable and 1 (lowest) = Undesirable & not interested*

1. **New painting technology** – an alteration to floor tiles. You are now able to have any form of art or picture painted directly to the floor, which has a life-span of 10 years.

Great idea    I am interested    Will think about it    I am not interested    No use to me    Waste of money

Out of 10, what would you rate this?

1    2    3    4    5    6    7    8    9    10

2. **Automatic sliding platform** – this extra feature covers the swimming pool with hard platform of your choice (thick glass, wooden, or metallic), which also enable you to transform the swimming pool to an extra area.

Great idea    I am interested    Will think about it    I am not interested    No use to me    Waste of money

Out of 10, what would you rate this?

1    2    3    4    5    6    7    8    9    10

*Similarly, ABC has looked into various new ways to raise our service in order to attract customers. Would you be more satisfied if we had undertaken the following proposal? Where 10 (highest rating) = Most interesting & desirable and 1 (lowest) = Undesirable & not interested*

1. **Sales representative are to become more customer centred** – sales must pay more attention to you and the same to every other customers. Should also show sense of caring and respect.

Great idea    I like it    Don't like it    Other \_\_\_\_\_

Out of 10, what would you rate this?

1    2    3    4    5    6    7    8    9    10

2. **Free maintenance package** – you will receive free check up, cleaning and maintenance beside One-Year Warranty period with the purchase of swimming pool.

Great idea       I like it       Don't like it       Other \_\_\_\_\_

Out of 10, what would you rate this?

1     2     3     4     5     6     7     8     9     10

3. **Membership card** – by joining the program you will receive regular maintenance, clean up, water treatment, service on demand and other benefits such as 15% discount to products and also entitle to home delivery.

Great idea       I like it       Don't like it       Other \_\_\_\_\_

Out of 10, what would you rate this?

1     2     3     4     5     6     7     8     9     10

4. **Extended manufacturing warranty period to 3 years** with terms and conditions applies.

Great idea       I like it       Don't like it       Other \_\_\_\_\_

Out of 10, what would you rate this?

1     2     3     4     5     6     7     8     9     10

5. **Special occasion greeting** – company shall send out gift emphasis only on birthday.

Great idea       I like it       Don't like it       Other \_\_\_\_\_

Out of 10, what would you rate this?

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Great idea    I am interested    Will think about it    I am not interested    No use to me    Waste of money

Out of 10, what would you rate this?

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## BIOGRAPHY

Mr. Supichet Sujarirat was born in Bangkok, 1980. He left Thailand in 1991 for primary school at Park side's, in the UK and entered the secondary school a year after, where he spent 5 full years at King's College, completing compulsory qualification as required to get into university. Upon completion to secondary school he then spent the next 3 years (1998-2001) studying Bachelor of Engineering specialised in Manufacturing Systems Engineers at University of Hertfordshire and further his study in 2002, studying Engineering Business Management for Master degree at Regional Centre for Manufacturing System Engineering, Chulalongkorn University of Thailand and University of Warwick from England.