| HBC | CUSTOMER FEEDBACK FORM | Effective Date: 14 January 2026 | |
|---|---|---|---|
| | | Document Code: IMS-CFCS-F02 | |
| | | Rev. #.00 | Ref No.: IMS-CFCS-WI20 |

As part of our ISO 9001:2015 Quality System and our commitment to continuously improve the quality of our services and products, we would appreciate your comments and suggestions. Please take a few minutes to complete the short questionnaire below. We thank you for your time and input. Please tick the circle.

**1** = Poor;
**2** = Satisfactory - Could be Improved;
**3** = Good - No Problems;
**4** = Exceeds Expectations

| **REF NO: IMS-CFCS-F02-WI20** | | **DATE: 15 AUGUST 2026** | |
|---|---|---|---|
| **Customer Name**: M/s. Engineering Office | | | |
| Address:<br>Al Qouz, Industrial 2, Dubai | | | |
| City: Dubai | State: Dubai | ZIP Code: | |
| Ph: | Fax: | Email: | |
| How would you rate our Service level during our working period? | 1 2 | ✓3 | 4 |
| How would you rate the Product you received with our Services? | 1 2 | ✓3 | 4 |
| Was our product delivered on time, as promised? | 1 2 | ✓3 | 4 |
| How satisfied are you with the Quality you have received? | 1 2 | ✓3 | 4 |
| What improvisation do you want to make in our Work / Suggestion? | Back office Support should be more, so that Site team Can deliver more. | | |

**Reviewed By** : SYED AZHAR MAHMOOD

**Signature** : S.A.