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|  | ናሽናል ሲሚንት አክሲን ማህበር NATIONAL CEMENT SHARE COMPANY | NCSC/S&M/001/2018 | |
| | Customer Compliant Handling Guideline | Issue Date | |

Review Date: _____ Reviewed by: _____

Area: _____

Customer Details:

Customer Name: _____

Customer Type: _____

Product Type: _____

Evaluation Criteria

| S.No. | Review Factor/s | Yes | No | Remarks |
|-------|-----------------------------|-----|----|---------|
| 1 | Product Quality | | | |
| 2 | Price affordability | | | |
| 3 | Promotion ability | | | |
| 4 | Delivery capability | | | |
| 5 | Financial viability | | | |
| 6 | Customer service quality | | | |
| 7 | Package quality | | | |
| 8 | Standard weight | | | |
| 9 | Other requirement (Specify) | | | |

N.B.

Yes-requirements can be satisfied

No- doesn't match requirements (list the variations for further contact with the customer for possible amendments).