

Customer Satisfaction Measurement of POH Coaches from Feedback

POH Workshop:

Date:

Sr. No.	Coach No. & Rly	Type ICF/ BEML	CRWS MLR date	1	2	3	4	5	6	7	8	9	10	Remark
1.														
2.														
3.														
4.														
5.														
6.														
7.														
8.														
9.														
10.														

- 1 = Bogie Assembly
- 2 = Air brake system assembly.
- 3 = Corrosion repair of Shell.
- 4 = Exterior paint quality
- 5 = Interior Paint quality

- 6 = Condition of Seat & Berth.
- 7 = Water tank & plumbing assembly
- 8 = Main door & Shutter assembly.
- 9 = Fan & Light.
- 10 = Condition of Coach Flooring & PVC.

- A = No Attention needed During POH
- B = Normal Attention needed during POH
- C = Heavy Attention needed During POH

Signature/Name :  
Designation :