

HX SOLUTIONS	QUALITY SYSTEM ADMINISTRATION	Issue No.: 1	Document Effective Date: 01 Mar 2017	Page 1 of 1
	Customer Satisfaction Survey Form	Revision No.: 0		Document Ref.: QSA-REC-CSSF

To: Vishay Semiconductor Malaysia Sdn Bhd
No.1701-1, Kawasan Perindustrian Krubong,
75250 Melaka

From: Hx Solutions Sdn Bhd
No.113A, Jalan PM1,
Taman Perindustrian Merdeka,
75350 Batu Berendam,
Melaka.
Tel. No.: 06 - 317 8133

Dear Sir/Madam,

As one of the measurements for the performance of our Company's quality management system, we seek your esteemed opinion in assessing our level of service which had been rendered to meet your requirement over the last one year. We would appreciate if you could complete the below mentioned questionnaires and return this assessment form to us at your earliest convenience. We would be grateful if you could also forward your comments or suggestions to enable us to further improve our service to you.

Thank you.

From:
Managing Director

Signature:

Date: 30/8/24

Performance Assessment (Please assign rating from 1 to 10 to each criteria mentioned below. Leave blank if not related).
My assessment rating of the performance of Hexatech over the last one year is as follows:

Assessment Period:		Item	Criteria	Rating	My remarks (if below expectation)
Rating Table		a	Quality of product and workmanship - product performs consistently and work done with high competency.	8	Asstg during emergency
1 - 4	Below expectation	b	Standard of completed works - work done in accordance to specifications, standards and statutory requirements.	8	Comply with VSM standard.
5	Average	c	Performance of our engineer or technician - ability to give technical assistance or provide technical support services when required.	7	Able to assist when required.
6	Good	d	Flexibility dealing with unforeseen events - able to accommodate changes and provide quick solutions to meet customer requirements.	9	Assist when/during emergency situation.
7 - 8	Very Good	e	Standard of documentation - provide enough information with clear work methodology and other evidential proof of compliance.	6	Need improvement in communication.
9 - 10	Excellent	f	How would you rate the overall performance of our Company.	8	
				Total Rating:	46
				Average Rating:	7.6

My comments / suggestions:

S. THIRUPATHY
FACILITIES ENGINEER
IEHS DEPARTMENT

VISHAY SEMICONDUCTOR MALAYSIA SDN BHD
No. 1710-1, Kawasan Perindustrian Krubong
75250 Melaka, Malaysia

Signature:

Name:

Company Chop:

Date: 18/9/2020

Appointment:

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To Residensi Mutiara Bali
A-01-01, 1st Floor Residensi Mutiara Bali,
Ja'an KSB 11A, Kota Syahbandar,
75200 Melaka

From Hx Solutions Sdn Bhd
No 113A, Jalan PM1,
Taman Perindustrian Merdeka
75350 Batu Berendam,
Melaka.
Tel No : 06 - 317 8133

Dear Sir/Madam,

As one of the measurements for the performance of our Company's quality management system, we seek your esteemed opinion in assessing our level of service which had been rendered to meet your requirement over the last one year. We would appreciate if you could complete the below mentioned questionnaires and return this assessment form to us at your earliest convenience. We would be grateful if you could also forward your comments or suggestions to enable us to further improve our service to you.

Thank you.

From:
Managing Director

Signature

Date: 30/8/24

Performance Assessment (Please assign rating from 1 to 10 to each criteria mentioned below. Leave blank if not related).
My assessment rating of the performance of Hexatech over the last one year is as follows

Assessment Period:	Item	Criteria	Rating	My remarks (if below expectation)
Rating Table 1 - 4 Below expectation 5 Average 6 Good 7 - 8 Very Good 9 - 10 Excellent	a	Quality of product and workmanship - product performs consistently and work done with high competency.	8.5	
	b	Standard of completed works - work done in accordance to specifications, standards and statutory requirements.	9.0	
	c	Performance of our engineer or technician - ability to give technical assistance or provide technical support services when required.	9.0	
	d	Flexibility dealing with unforeseen events - able to accommodate changes and provide quick solutions to meet customer requirements.	8.5	
	e	Standard of documentation - provide enough information with clear work methodology and other evidential proof of compliance.	7.5	
	f	How would you rate the overall performance of our Company.	9.0	
	Total Rating			53.5
Average Rating				

My comments / suggestions

Signature

Name MOMO NZAR USMAN Company CHINA
Appointment.



Date 7/9/2024

HX SOLUTIONS	QUALITY SYSTEM ADMINISTRATION	Issue No.: 1	Document Effective Date: 01 Mar 2017	Page 1 of 1
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To: MCC Technique Sdn Bhd
The Cruze @ Puchong
No.12, Jalan PPU 2A
Taman Perindustrian Puchong Utama,
47100 Puchong, Selangor Darul Ehsan.

From: Hx Solutions Sdn Bhd
No.113A, Jalan PM1,
Taman Perindustrian Merdeka,
75350 Batu Berendam,
Melaka.
Tel. No.: 06 - 317 8133

Dear Sir/Madam,

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Thank you.

From:
Managing Director

Signature:

Date: 30/8/24

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Assessment Period:		Item	Criteria	Rating	My remarks (if below expectation)
Rating Table		a	Quality of product and workmanship - product performs consistently and work done with high competency.	8	
1 - 4	Below expectation	b	Standard of completed works - work done in accordance to specifications, standards and statutory requirements.	9	
5	Average	c	Performance of our engineer or technician - ability to give technical assistance or provide technical support services when required.	8	
6	Good	d	Flexibility dealing with unforeseen events - able to accommodate changes and provide quick solutions to meet customer requirements.	8	
7 - 8	Very Good	e	Standard of documentation - provide enough information with clear work methodology and other evidential proof of compliance.	9	
9 - 10	Excellent	f	How would you rate the overall performance of our Company.	8	
Total Rating:				50	
Average Rating:				8.33	

My comments / suggestions:

Signature:

Name: CITENG SHENG SHYONG
Appointment: GM



Date: 09/9/2024

HX SOLUTIONS	QUALITY SYSTEM ADMINISTRATION	Issue No.: 1	Document Effective Date: 01 Mar 2017	Page 1 of 1
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To: Lonnix (M) Sdn Bhd
No.10, Jalan TTC 28,
Taman Teknologi Cheng,
75250 Melaka

From: Hx Solutions Sdn Bhd
No.113A, Jalan PM1,
Taman Perindustrian Merdeka,
75350 Batu Berendam,
Melaka.
Tel. No.: 06 - 317 8133

Dear Sir/Madam,

As one of the measurements for the performance of our Company's quality management system, we seek your esteemed opinion in assessing our level of service which had been rendered to meet your requirement over the last one year. We would appreciate if you could complete the below mentioned questionnaires and return this assessment form to us at your earliest convenience. We would be grateful if you could also forward your comments or suggestions to enable us to further improve our service to you.

Thank you.

From:
Managing Director

Signature:

Date: 30/8/24

Performance Assessment (Please assign rating from 1 to 10 to each criteria mentioned below. Leave blank if not related).

My assessment rating of the performance of Hexatech over the last one year is as follows:

Assessment Period:		Item	Criteria	Rating	My remarks (if below expectation)
Rating Table		a	Quality of product and workmanship - product performs consistently and work done with high competency.	8	
1 - 4	Below expectation	b	Standard of completed works - work done in accordance to specifications, standards and statutory requirements.	8	
5	Average	c	Performance of our engineer or technician - ability to give technical assistance or provide technical support services when required.	8	
6	Good	d	Flexibility dealing with unforeseen events - able to accommodate changes and provide quick solutions to meet customer requirements.	9	
7 - 8	Very Good	e	Standard of documentation - provide enough information with clear work methodology and other evidential proof of compliance.	8	
9 - 10	Excellent	f	How would you rate the overall performance of our Company.	8	
Total Rating				49	
Average Rating				8.17	

My comments / suggestions:

Signature

Name: Hevy Poh Choo
Appointment: General Mgt Ex.

Company



Date: 3. 9. 2024

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To: COHU Malaysia Sdn Bhd
No.5203-1, Jalan PAK 2/3,
Kawasan Perindustrian Ayer Keroh Fasa 4,
75450 Ayer Keroh, Melaka

From: Hx Solutions Sdn Bhd
No.113A, Jalan PM1,
Taman Perindustrian Merdeka,
75350 Batu Berendam,
Melaka.
Tel. No.: 06 - 317 8133

Dear Sir/Madam,

As one of the measurements for the performance of our Company's quality management system, we seek your esteemed opinion in assessing our level of service which had been rendered to meet your requirement over the last one year. We would appreciate if you could complete the below mentioned questionnaires and return this assessment form to us at your earliest convenience. We would be grateful if you could also forward your comments or suggestions to enable us to further improve our service to you.

Thank you.

From:
Managing Director

Signature:

Date: 20/8/24

Performance Assessment (Please assign rating from 1 to 10 to each criteria mentioned below. Leave blank if not related).

My assessment rating of the performance of Hexatech over the last one year is as follows:

Assessment Period:		Item	Criteria	Rating	My remarks (if below expectation)
Rating Table		a.	Quality of product and workmanship - product performs consistently and work done with high competency.	8	
1 - 4	Below expectation	b.	Standard of completed works - work done in accordance to specifications, standards and statutory requirements.	9	
5	Average	c.	Performance of our engineer or technician - ability to give technical assistance or provide technical support services when required.	8	
6	Good	d.	Flexibility dealing with unforeseen events - able to accommodate changes and provide quick solutions to meet customer requirements.	9	
7 - 8	Very Good	e.	Standard of documentation - provide enough information with clear work methodology and other evidential proof of compliance.	8	
9 - 10	Excellent	f.	How would you rate the overall performance of our Company.	8	
Total Rating:				50	
Average Rating:				8.3	

My comments / suggestions:

Signature:

Mei

Name: Mei

Appointment:

Company Chop Cohu Malaysia Sdn Bhd Date: 3rd Sept 2024

To: Polytech Properties Sdn Bhd
DB/08, Plaza Jayamuda,
Jalan Pelanduk Putih,
75300 Melaka.

From: Hx Solutions Sdn Bhd
No.113A, Jalan PM1,
Taman Perindustrian Merdeka,
75350 Batu Berendam,
Melaka.
Tel. No.: 06 - 317 8133

Dear Sir/Madam,

As one of the measurements for the performance of our Company's quality management system, we seek your esteemed opinion in assessing our level of service which had been rendered to meet your requirement over the last one year. We would appreciate if you could complete the below mentioned questionnaires and return this assessment form to us at your earliest convenience. We would be grateful if you could also forward your comments or suggestions to enable us to further improve our service to you.

Thank you.

From:
Managing Director

Signature:



Date:

Performance Assessment (Please assign rating from 1 to 10 to each criteria mentioned below. Leave blank if not related).
My assessment rating of the performance of Hexatech over the last one year is as follows:

Assessment Period:		Item	Criteria	Rating	My remarks (if below expectation)
Rating Table		a	Quality of product and workmanship - product performs consistently and work done with high competency.	10	
1 - 4	Below expectation	b	Standard of completed works - work done in accordance to specifications, standards and statutory requirements.	10	
5	Average	c	Performance of our engineer or technician - ability to give technical assistance or provide technical support services when required.	10	
6	Good	d	Flexibility dealing with unforeseen events - able to accommodate changes and provide quick solutions to meet customer requirements.	10	
7 - 8	Very Good	e	Standard of documentation - provide enough information with clear work methodology and other evidential proof of compliance.	10	
9 - 10	Excellent	f	How would you rate the overall performance of our Company.	10	
Total Rating:				10	
Average Rating:				10	

My comments / suggestions:

POLYTECH PROPERTIES SDN. BHD.
199401022312 (307991-P)



Polytech Properties Sdn Bhd

Dennis Tan

10 / 9 / 2024

Signature:

Name:

Company Chop

Date:

Appointment: