



IND-EXPO CERTIFICATION LIMITED  
 INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME  
 NON-CONFORMITY REPORT

Name of Organization: Jayakoty Cost Construction (Pvt) Ltd.

NC No. : 01 of 01

Section : Management

Team Leader: DNS Kuruppanullay

Relevant Standard : ISO 9001:2018

Auditor : Anna Anaradar

Relevant Clause : 9.1.3 (b)

Date of audit: 01/08/2024

Relevant company document :

Non-conformity detected:

Category: Major/Minor

Process established for analysis and evaluation for the degree of customer satisfaction is not adequate.

[Signature]  
Auditor

[Signature]  
Team leader

[Signature]  
Auditee

Correction:

Made the physical survey form into a Google-based form and sent it to customers to obtain their feedback.

[Signature]  
Auditee

03/09/2024  
Date

Root cause for Non-conformity:

The customer satisfaction survey form was initiated recently. Therefore, the team couldn't distribute it to all customers due to time constraints.

[Signature]  
Auditee

03/09/2024  
Date

Doc. No. : QP-18-F-01

Issue No. : 07  
Rev No : 00

Issue Date : 2018-01-02  
Rev Date : 00

Reviewed and approved by: Director

Issued by Management Representative

IND-EXPO CERTIFICATION LIMITED  
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NON-CONFORMITY REPORT

**Corrective action:** **Date of completion:**  
- Informed the staff to plan and allocate resources well in advance to avoid time constraints for future surveys.  
- Educated the staff to have a comprehensive strategy that includes regular feedback cycles, so surveys become a routine part of customer engagement rather than a last-minute initiative.

**Auditee** 

**Date** 03/09/2024

**Verification of corrective action:** **NC-Closed/Open**

**Auditor** .....

**Date** 04/09/2024

**Effectiveness of corrective action:**

*Handwritten notes:* Staff were informed and educated on the importance of regular feedback cycles and the need to plan ahead for future surveys.

**Auditor** .....

**Date** .....

*Handwritten notes:* The staff were informed and educated on the importance of regular feedback cycles and the need to plan ahead for future surveys.

**Doc. No. :** QP-18-F-01  
**Reviewed and approved by :** Director

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**JCC**

**CUSTOMER SATISFACTION ANALYSIS RECORD**

Document No	FO SA-02
Issue No/Effective Date	01-01-08-2024
Revision No/Date	00/-

Question:	Highly Satisfied (5)		Satisfied (4)		Neutral (3)		Dissatisfied (2)		Highly Dissatisfied (1)	
	No. of Customers	Allocated Marks	No. of Customers	Allocated Marks	No. of Customers	Allocated Marks	No. of Customers	Allocated Marks	No. of Customers	Allocated Marks
Quality of the Service										
How well did our consultants understand your needs and objectives?	20	100	8	32	0	0	0	0	0	0
How would you rate the professionalism of our consultants?	23	115	5	20	0	0	0	0	0	0
How would you rate the quality of the advice and solutions provided?	25	125	3	12	0	0	0	0	0	0
About Our Team										
How effective was the communication between you and our consultants?	21	105	7	28	0	0	0	0	0	0
How timely was the response to your inquiries and requests?	20	100	4	16	4	12	0	0	0	0
Value for Money										
How would you rate the value for money of the consultancy services received?	19	95	9	36	0	0	0	0	0	0
Did the consultancy services meet your expectations in terms of outcomes and deliverables?	27	135	1	4	0	0	0	0	0	0
Project Management										
How satisfied are you with the project management and delivery of the consultancy services?	21	105	7	28	0	0	0	0	0	0
Were the project milestones and deadlines met according to your agreement?	22	110	6	24	0	0	0	0	0	0
How satisfied are you with the overall quality of the consultancy services provided by JCC?	24	120	4	16	0	0	0	0	0	0
<b>Total Marks</b>	<b>1110</b>		<b>216</b>		<b>12</b>		<b>0</b>		<b>0</b>	
No. of Customers Surveyed:	<b>23</b>									
Total allocated marks for X number of customers	<b>1100</b>									
Total Survey Marks	<b>1110</b>									
Customer Satisfaction Level:	<b>96%</b>									
Net Promoter Score (Overall Rate)	PROMOTERS		Passive		DETECTORS					
	10	9	8	7	6	5	4	3	2	1
Responses	16	6	4				0			
Total Data	22		4		0%					
			15%							



## CUSTOMER SATISFACTION SURVEY

This JCC "Clients Satisfaction Survey" is for giving opportunities to its clients to make their assessment towards JCC based on their experience with JCC.

You, as a respectable client of JCC, are hereby invited to complete this "Clients Satisfaction Survey" form with selecting your rating against the facts that are the parameters of the survey.

We use the results of this survey to improve our system function and operations including improvement and maintain the quality of our services. Therefore, this survey benefited the JCC and its clients as well.

Date				
Name of the Client	Edward and Christie (Pvt) Ltd.			
Address	64/09, Nawula Road, Nugegoda.			
Contact Number	0112810990	Email	edchrist@sltnet.lk.	
Type of Service	Contract Administration	<input type="radio"/>	Dispute Management	<input checked="" type="radio"/>
	Claim Management	<input checked="" type="radio"/>	Project Management	<input type="radio"/>

PLEASE RATE YOUR SATISFACTION WITH THE FOLLOWING;

### Quality of the Service

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How well did our consultants understand your needs and objectives?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate the professionalism of our consultants?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate the quality of the advice and solutions provided?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Communication

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How effective was the communication between you and our consultants?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How timely was the response to your inquiries and requests?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Value for Money**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How would you rate the value for money of the consultancy services received?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the consultancy services meet your expectations in terms of outcomes and deliverables?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Project Management**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How satisfied are you with the project management and delivery of the consultancy services?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were the project milestones and deadlines met according to your agreement?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Overall Satisfaction**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How satisfied are you with the overall quality of the consultancy services provided by JCC?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How likely are you to recommend JCC to others?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

**JCC**

## CUSTOMER SATISFACTION SURVEY

What aspects of our consultancy services could be improved?

Do you have any additional comments or suggestions for us?

*Thank you for your valuable feedback...!*

*This will help us to discover new opportunities to improve our service and make sure to serve you with possible experience in future.*

JAYAKODY COST CONSULTANTS PRIVATE LIMITED

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Date				
Name of the Client	K.D.A. Weerasinghe and Co (Pvt) Ltd.			
Address	8/16, Thalapatthitiya Road, Nugegoda			
Contact Number	011 2835860	Email	info@kdaw.lk	
Type of Service	Contract Administration	<input checked="" type="checkbox"/>	Dispute Management	<input checked="" type="checkbox"/>
	Claim Management	<input checked="" type="checkbox"/>	Project Management	<input checked="" type="checkbox"/>

PLEASE RATE YOUR SATISFACTION WITH THE FOLLOWING;

### Quality of the Service

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How well did our consultants understand your needs and objectives?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate the professionalism of our consultants?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate the quality of the advice and solutions provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Information

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How effective was the communication between you and our consultants?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How timely was the response to your inquiries and requests?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Value for Money**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How would you rate the value for money of the consultancy services received?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the consultancy services meet your expectations in terms of outcomes and deliverables?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Project Management**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How satisfied are you with the project management and delivery of the consultancy services?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were the project milestones and deadlines met according to your agreement?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Overall Satisfaction**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How satisfied are you with the overall quality of the consultancy services provided by JCC?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How likely are you to recommend JCC to others?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

**JCC**

**CUSTOMER SATISFACTION SURVEY**

What aspects of our consultancy services could be Improved?

Do you have any additional comments or suggestions for us?

*Thank you for your valuable feedback...!*

*This will help us to discover new opportunities to improve our service and make sure to serve you with possible experience in future.*

JAYAKODY COST CONSULTANTS PRIVATE LIMITED

DOCUMENT NO. FO-SA-01

REV NO/ REV DATE: 00/-

ISSUE NO/ISSUE DATE: 01 / 01-12-2023



## CUSTOMER SATISFACTION SURVEY

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Date				
Name of the Client	Sierra - Olympian - Tudor - CFC Joint Venture			
Address	No 112, Havelock Road, Colombo 05, Sri Lanka			
Contact Number	037-2249491	Email	satejv@gmail.com	
Type of Service	Contract Administration <input checked="" type="checkbox"/>	Dispute Management <input checked="" type="checkbox"/>		
	Claim Management <input checked="" type="checkbox"/>	Project Management <input type="checkbox"/>		

PLEASE RATE YOUR SATISFACTION WITH THE FOLLOWING;

### Quality of the Service

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How well did our consultants understand your needs and objectives?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate the professionalism of our consultants?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate the quality of the advice and solutions provided?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Communication

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How effective was the communication between you and our consultants?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How timely was the response to your inquiries and requests?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**CUSTOMER SATISFACTION SURVEY**

**Value for Money**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How would you rate the value for money of the consultancy services received?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the consultancy services meet your expectations in terms of outcomes and deliverables?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Project Management**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How satisfied are you with the project management and delivery of the consultancy services?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were the project milestones and deadlines met according to your agreement?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Overall Satisfaction**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How satisfied are you with the overall quality of the consultancy services provided by JCC?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How likely are you to recommend JCC to others?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>



## CUSTOMER SATISFACTION SURVEY

What aspects of our consultancy services could be Improved?

Do you have any additional comments or suggestions for us?

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Date	
Name of the Client	Sierra Construction Ltd
Address	No. 112, Havlicek Rd, Colombo 05
Contact Number	011 250 2931
Email	Contact@Sierra.lk
Type of Service	Contract Administration <input checked="" type="checkbox"/> Dispute Management <input checked="" type="checkbox"/> Claim Management <input checked="" type="checkbox"/> Project Management <input checked="" type="checkbox"/>

PLEASE RATE YOUR SATISFACTION WITH THE FOLLOWING;

### Quality of the Service

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How well did our consultants understand your needs and objectives?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate the professionalism of our consultants?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate the quality of the advice and solutions provided?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Communication

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How effective was the communication between you and our consultants?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How timely was the response to your inquiries and requests?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CUSTOMER SATISFACTION SURVEY

**Value for Money**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How would you rate the value for money of the consultancy services received?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the consultancy services meet your expectations in terms of resources and deliverables?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Project Management**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How satisfied are you with the project management and delivery of the consultancy services?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were the project milestones and deadlines met according to your agreement?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Overall Satisfaction**

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How satisfied are you with the overall quality of the consultancy services provided by JCC?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How likely are you to recommend JCC to others?

1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

**JCC**

**CUSTOMER SATISFACTION SURVEY**

What aspects of our consultancy services could be improved?

Do you have any additional comments or suggestions for us?

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# CUSTOMER SATISFACTION SURVEY

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## CUSTOMER SATISFACTION SURVEY

### CLIENT'S DETAILS

Date \*

MM DD YYYY

09 / 07 / 2024

Name of the Client \*

K D A Weerasinghe & Co

Project Name \*

Supply & Laying DI, HDPE & PVC Pipes and Specials for Transformation and Distribution Systems in Chilaw WSS and Puttalam WSS

Submission \*

Statement of Claim - Arbitration (Dispute on statement at completion)

Address \*

No 8/16 Thalapathpitiya Rd, Nugegoda

Contact Number \*

0112 835 860

Email \*

menuwan@kdaw.lk

Project/Services \*

- Contract Administration
- Dispute Management
- Claim Management
- Project management

### CUSTOMER SATISFACTION SURVEY

PLEASE RATE YOUR SATISFACTION WITH THE FOLLOWING

#### Quality of the Service \*

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How well did our consultants understand your needs and objectives?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate the professionalism of our consultants?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate the quality of the advice and solutions provided?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Communication \***

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How effective was the communication between you and our consultants?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How timely was the response to your inquiries and requests?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate the value for money of the consultancy services received?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the consultancy services meet your expectations in terms of outcomes and deliverables?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Project Management \***

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How satisfied are you with the project management and delivery of the consultancy services?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were the project milestones and deadlines met according to your agreement?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Overall Satisfaction \***

	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
How satisfied are you with the overall quality of the consultancy services provided by JCC?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### CUSTOMER SATISFACTION SURVEY

How likely are you to recommend JCC to others? \*

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

Not Recommended    1   2   3   4   5   6   7   8   9   10     Highly Recommended

### CUSTOMER SATISFACTION SURVEY

#### CLIENT'S FEEDBACK

What aspects of our consultancy services could be improved?

If you can introduce a customized DMS, it would be highly effective for document sharing. Other than that, we are extremely satisfied with the services provided by JCC.

Do you have any additional comments or suggestions for us?

This form was created inside of Jayakody Cost Consultants (Pvt) Ltd.

Google Forms