

QUALTRACK LTD: CUSTOMER FEEDBACK – 17 March 2007

Feedback kindly co-ordinated by SCCL via email – 6 responses received from the 13 IPRS Members who were represented in Manila

	TEST	Superb	Good	OK	Poor	Bad	COMMENTS
IPRS Report	Usefulness	1	111	11			
	Quality	1	1111	1			
	Frequency		1111	11			
	Design		11	1111			
Customer Service	Responsiveness	111	111				
	Impartiality ¹	1	1	111	1		
	Proactivity ²	11	111	1			
	Flexibility	1	11	11	1		

Note 1: Impartial: *Not favouring one [Member] more than another, unbiased; fair*

Note 2: Proactive: *Tending actively to instigate changes in anticipation of future developments, as opposed to merely reacting to events as they occur; ready to take the initiative, acting without being prompted by others.*