

CEC COPY

**CENTRAL ELECTRONICS CENTRE, IIT MADRAS
CALIBRATION JOB REGISTRATION FORM**

(To be filled by the User)

Name of the Dept/Center: _____ Name of the Laboratory: _____
Contact Person : _____ Phone No : _____
Equipment Details:
Name : _____ Make : _____
Model No : _____ SI. No : _____
Range of Calibration : (i) Full/Partial(Strike out whichever is not applicable) Acc/Spec: Yes / No
(ii) If Partial, specify the ranges and functions
: _____
: _____

If conformity statement needed? Yes / No
If yes specify your requirements _____

Supply of Manual : Supplied / Not Supplied : Operation Manual / Service Manual
Accessories : _____
Supplied, if any : _____
: _____

Do you want to be informed regarding due date for next Calibration : Yes / No

Signature of the Head of the Laboratory/Project Coordinator _____ Office Seal: _____

Date : _____

*If accuracy specification is not available, only status report will be provided.

ACKNOWLEDGEMENT

(To be filled by CEC)

Date of Receipt : _____ Identification Code : _____
Job Registration No : _____ Items Received : _____
Contact Person : _____ Physical damage, if any : _____
(in CEC)
Phone No : _____ Section in-charge to whom
Job is allocated by HOC: _____
HOC's signature : _____
Date : _____
Signature of the Customer Service In-charge : _____
Date : _____

ACKNOWLEDGEMENT

- | | |
|---|--------|
| 1. The Equipment has been calibrated | Yes/No |
| 2. We have received the Equipment with CAL Status Label, | Yes/No |
| 3. We have received the Calibration Report of the Equipment | Yes/No |
| 4. We have received all the manuals/accessories given by us | Yes/No |
| 5. We have received Calibration Report with the reason for out of Specification | Yes/No |

CUSTOMER FEEDBACK

Please put a **TICK MARK** in the appropriate column

<u>Our People</u>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<i>How strongly do you agree or disagree with the following statements?</i>	1	2	3	4	5
Our engineers were knowledgeable and courteous					
Our engineers' responses to your enquiries were purposeful and timely					
The service provided by the engineers met your expectations					

<u>Our Service</u>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<i>How satisfied were you with...</i>	1	2	3	4	5
Calibration support provided by CEC					
Time taken to complete the job					
Content of calibration Report provided by CEC					
Quality of service					

<u>Satisfaction</u>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<i>How satisfied were you with...</i>	1	2	3	4	5
Our facilities					
Your overall experience					

Opportunities for improvement and/or comments (including appreciation / complaints, if any):

Date:

Signature of the Customer: