

From: Vivian Liew

To: Dr Nasser \ (MNK\)

Cc: Catherine Fang; Vivian Liew; Fiona Lee

Subject: MNK SQ Report

Hi Dr Nasser,

Please find below the report for MNK

Score for MNK is 3.9 (Above Average)
You are ranked 1st among 11 agencies for Service Quality.

We manage to speak to 39 respondents and ask them 2 questions :

1. How would you rate the service level provided by MNK ? Score 1-Poor, 2-To improve, 3-Average, 4-Good, 5-Excellent.
2. Any suggestions to improve on service level provided ?

11 clients scored MNK 3, 21 clients scored MNK 4 and 7 clients scored MNK 5. Below are some comments from respondents, please do not contact the clients again.

- a) Harris Douglas William - Agency has done everything PH has replied. Score (5).
- b) Radziah Binti Samadi - Agency is approachable and welcoming. PH can contact agency if there is any problem. Score (5).
- c) Marlina Bte Tairan - MNK has done a good job but should open a branch at central area. Score (5)
- d) Suraya Bte Masduki - Service rendered by agency is excellent. Score (5).
- e) Maslinah Bte Maliki- Staff is very friendly and able to help. Score (5).