

Dear Mr Sanjay Kalay

As part of continuous improvement endeavor, we request you to give us your feedback about our performance during the consulting assignment we executed at Bilt Biochemicals.

Please rate our performance on the following parameters.

1. Practicality of recommendations

- a. >95% practical
- b. 80-95% practical
- c. <80% practical

**Your Answer : a**

2. Execution of study / assignment within the time frame (T) decided

- a. 10-20% less than T
- b. (-10%) / (+10%) of T
- c. 10-20% more than T (ie. delay)

**Your Answer : b**

3. Has the scope defined in the contract, been covered by the study / assignment ?

- a. >95% covered
- b. 80-95% covered
- c. <80% covered

**Your Answer : a**

4. Did the consultants working on the assignment, have, in your opinion, an understanding of the problems to be solved / operations to be studied ?

- a. >95% understanding
- b. 95-90% understanding
- c. <90% understanding

**Your Answer : a**

5. How fast did the consultants understand your problems /understand the operations to be studied ?
- very fast
  - fast
  - average speed
  - slow

**Your Answer : c**

6. Was the report submitted at the end of the study, simple to understand ?
- simple
  - simple overall but difficult in a few places
  - difficult in most places

**Your Answer : a**

7. Was the report submitted at the end of the study, accurate ?
- >95% accurate
  - 90-95% accurate
  - <90% accurate

**Your Answer : b**

8. Did the report contain the analysis / calculations as required by the contract ?
- >95% of the required
  - 90-95% of the required
  - <90% of the required

**Your Answer : b**

Any other Feedback / Comments / Recommendations you wish to give :

Consultants are more proactive, instead of receiving answers after probing. Overall very good services provided. Suggestions are implemented and we got a saving of approx. 1.1 Cr / Annum on recurring basis.

Findings (Deployment Norms) also helped us in negotiating with Union.