

Attn : Human Resource/ Administration / Personnel
Safety/ Security/ Maintenance Managers / Executives/
Officers

Please Submit Before February 13, 2009!

NSB/02/09

January 20, 2009

FEDERATION OF MALAYSIAN MANUFACTURERS (NEGERI SEMBILAN) Members' Survey 2009

At the 2nd FMM Negeri Sembilan Branch Committee Meeting that was held on **January 14, 2009**, the branch was in view to gather information on the services that were provided and other services that were expected by the members of FMM Negeri Sembilan. Therefore, we are conducting a survey among our members to gather those information's. Your company's comments and feedback will help FMM to initiate continuous improvement that would be mutually beneficial in the following areas:

- Better quality of service delivery to members
- Drawing up activities that would help to support members' business needs
- Value for money for the subscription paid by members.

A. **General Assessment** (please tick)

1. Are you satisfied with your FMM membership?

Very Satisfied Satisfied Not Satisfied

2. Is FMM effective in promoting the interests of the manufacturing industry at the following?

FMM Role	Very Effective	Effective	Not Effective	Do not know
1. Representation to Government				
2. Dealing with local authorities				
3. Meeting information needs				
4. Expanding source of business contact				

3. If **Ineffective**, state the **KEY** issue that had **most** affected your response to (Q2).

4. Is FMM the first organization to approach for help on most of the issues affecting your operations?

Yes No

5. If the answer is "No", the alternative is :

Approach government directly Approach qualified consultants
 Approach personal contacts Approach other organisations such as

: _____

B. FMM Services And Activities

6. Please indicate the services that are important to your company (*please tick*)

- | | |
|--|--|
| <input type="checkbox"/> Business leads – domestic, regional, global | <input type="checkbox"/> Help with HR/IR matters |
| <input type="checkbox"/> Business support – Certificate of Origin, barcode | <input type="checkbox"/> Training and skills development |
| <input type="checkbox"/> Help resolve issues with government | <input type="checkbox"/> Contract with banks, insurance & services |
| <input type="checkbox"/> Help access government incentives & facilities | <input type="checkbox"/> Help resolve issues with TNB, water, KA , etc |
| <input type="checkbox"/> Update & understand government policy/law | |

7. New activities that FMM should organize are :

C. Customer Service

8. How often do you contact FMM (enquiry, help,etc)?

- | | |
|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Frequently | <input type="checkbox"/> Seldom |
| <input type="checkbox"/> Sometimes | <input type="checkbox"/> Not at all |

9. Overall, are you satisfied with the service provided by FMM staff (*please tick*)

	Very Satisfied	Satisfied	Not Satisfied
1. FMM Head Office			
2. FMM Negeri Sembilan Branch			

If '**Not Satisfied**', please elaborate

10. In seeking assistance, you find the FMM staff: (please tick where applicable)

	Head Office		Negeri Sembilan Branch	
	Yes	No	Yes	No
1. Courteous				
2. Helpful				
3. Knowledgeable				
4. Professional				

Please elaborate if it is "No" to any response in Q11

11. Specifically for Branch services:

Activities	Very Useful	Useful	Not Useful	Not Aware
1. Regional Committee				
2. Training				
3. Action taken on State issues				

If 'Not Useful', please elaborate and how to improve

12. Specifically on FMM office premises (Negeri Sembilan Branch)

Have you visited FMM's Office? Yes No

	Head Office			Negeri Sembilan Branch		
	Good	Average	Poor	Good	Average	Poor
1. Cleanliness						
2. Facilities						

If 'Poor', please elaborate and how to improve

13. Area(s) that FMM needs to improve on the quality of customer services is/are:

~ THANK YOU FOR TAKING YOUR TIME TO COMPLETE OUR QUESTIONNAIRE ~

Submitted by:

Name: _____ Designation: _____

Company Name & Address: _____

Tel No: _____ Fax No: _____

Date: _____ Email: _____

Kindly submit to FMM Negeri Sembilan Branch via fax at: 06-6031626 before **February 13, 2009.**

For further enquiries, kindly contact Ms Akmalina / Ms Thava or the undersigned of the FMM Negeri Sembilan Branch at Tel: 06-603 1626/27/16 or Fax: 06-603 1628 or E-mail: fmn9@streamyx.com Thank you.

Murugan Purushothaman
Branch Executive