

Method Statement for DCSI & 10th day Survey Dashboard

1

Take customer response as per date of delivery as reference value and capture responses for 10th and 30th day survey



2

For each Yes / No Question – Take average of responses captured from all customers and scale the same to 1000 points *(Ex. 65 out of 100 customers have rated Yes on 1 question , score becomes 650)*



3

For each rating Question – Take simple average of responses captured from all customers and scale the same to 1000 points



4

For all yes / no questions and rating questions put together, take weighted average basis the factor and its contribution to derive the overall score *(basis the percentage contribution of factors like dealer facility, delivery process, sales person etc.)*



5

Segregate the same for region wise and dealer scores and top / bottom dealers