

KOLIN PHILIPPINES INTERNATIONAL INC.

PERFORMANCE REPORT FOR THE MONTH OF

Dec-25

Department: OFFICE OF THE PRESIDENT

Objective: Customer satisfaction towards conduct of service is not below rate of 3

1. Subject: *Telesurvey Measure Results based on customer feedback thru telephone and cellphone conversation*

Target: Rating not below 3

Actual: 3.34 - Satisfied

Interpretation:

Attain:



Unmet:

Critical:

Attained Target - no need to use CPAR
Unmet Target - use CPAR
Critical Achievement - Use CPAR
(Preventive)

2. Details of Performance: (Use separate sheet if needed)

Please see attached Customer Satisfaction Index for the month of December 2025

Metro Manila and Province

In house = 3.36

External Provider (Preferred/Direct Call/Relay) = 3.31

Easy Access on Service Hotline - 1

Promptness of Service - 1

Quality of Service - 3

Neatness of Work Area - 0

Courtesy and Grooming - 0

3. Corrective / Preventive Actions Request Number:
(Attach copy of CPAR)

N/A

Prepared by: Mr. Luisito C. Seva

Approved by: Mrs. Rhenalyn B. Manzano

KOLIN PHILIPPINES INTERNATIONAL INC.

PERFORMANCE REPORT FOR THE MONTH OF

Nov-25

Department: OFFICE OF THE PRESIDENT

Objective: Customer satisfaction towards conduct of service is not below rate of 3

1. Subject: Telesurvey Measure Results based on customer feedback thru telephone and cellphone conversation

Target: Rating not below 3

Actual: 3.23 - Satisfied

Interpretation:	<u>Attain:</u>	✓	<u>Unmet:</u>		<u>Critical:</u>		<small>Attained Target - no need to use CPAR Unmet Target - use CPAR Critical Achievement - Use CPAR (Preventive)</small>
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2. Details of Performance: (Use separate sheet if needed)

Please see attached Customer Satisfaction Index for the month of November 2025

Metro Manila and Province

In house = 3.22

External Provider (Preferred/Direct Call/Relay) = 3.23

Easy Access on Service Hotline - 0

Promptness of Service - 1

Quality of Service - 4

Neatness of Work Area - 0

Courtesy and Grooming - 0

3. Corrective / Preventive Actions Request Number:

(Attach copy of CPAR)

N/A

Prepared by: Mr. Luisito C. Seva

Approved by: Mrs. Rhenalyn B. Manzano

KOLIN PHILIPPINES INTERNATIONAL INC.

PERFORMANCE REPORT FOR THE MONTH OF

Oct-25

Department: OFFICE OF THE PRESIDENT

Objective: Customer satisfaction towards conduct of service is not below rate of 3

1. Subject: *Telesurvey Measure Results based on customer feedback thru telephone and cellphone conversation*

Target: *Rating not below 3*

Actual: *3.23 - Satisfied*

Interpretation:

Attain:



Unmet:

Critical:

Attained Target - no need to use CPAR
Unmet Target - use CPAR
Critical Achievement - Use CPAR
(Preventive)

2. Details of Performance: (Use separate sheet if needed)

Please see attached Customer Satisfaction Index for the month of October 2025

Metro Manila and Province

In house = 3.28

External Provider (Preferred/Direct Call/Relay) = 3.18

Easy Access on Service Hotline - 0

Promptness of Service - 1

Quality of Service - 10

Neatness of Work Area - 1

Courtesy and Grooming - 0

3. Corrective / Preventive Actions Request Number:

(Attach copy of CPAR)

N/A

Prepared by: *Mr. Luisito C. Seva*

Approved by: *Mrs. Rhenalyn B. Manzano*

