



M-PLAN SDN. BHD. [82405-D] [AJL93881]

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MALAYSIA BRANCHES

- Butterworth
- Johor Bahru
- Kota Kinabalu
- Malacca
- Miri
- Sibiu

OVERSEA OFFICE

● SINGAPORE
● BRUNEI
● INDONESIA
- Jakarta
- Surabaya

📞 www.m-plan.com.my

✉ sales@m-plan.com.my

25th April 2011

Re: M-Plan Customer Service Survey

Dear Business Partners of M-Plan,

You have been selected to participate in our customer service survey initiative. Your feedback is valuable to us. In order for us to serve you better, we appreciate if you could take few minutes of your precious time to answer the attached questionnaire and mail/email/fax back to us/branches before 15 August 2011 (Monday). By doing so, you will stand a chance to win lucky draw prizes.

We are giving away 20 prizes. The prizes are as follow:-

Prizes

MIKI Prune Extract	1 btl / prize (X 3)
MIKI Protein Supreme 95	1 can / prize (X 2)
Yerba Mate Green Tea	1 box / prize (X 5)
Naturlish Moisturizing Hand & Body Lotion	1 btl / prize (X 10)

* **Submission deadline** : 15/08/2011

* **Lucky Draw Result** : 30/09/2011

Thank you.

事项: M-Plan 客户意见调查

亲爱的 M-Plan 事业伙伴,
恭喜您被选中参加我们的客户服务调查活动。我们非常重视您的意见。为了提供更佳的服务, M-Plan 恳请您抽出几分钟的时间来回答我们的问卷(附件),并在 2011 年 8 月 15 日前将此问卷邮寄/电邮/传真至 M-Plan 总部/分行。您将有机会赢取下列幸运奖品: -

奖品

三基黑枣精	1 瓶 (3 份)
三基天然大豆蛋白 95	1 罐 (2 份)
玛黛绿茶	1 盒 (5 份)
保湿润肤乳	1 瓶 (10 份)

* **呈交截至日期** : 15/08/2011

* **幸运抽奖公布日期** : 30/09/2011

谢谢!

*Email address : customerservice@m-plan.com.my Or sales@m-plan.com.my

Tel : 03-5568 5111

Fax : 03-7805 7868

YOUR SUCCESS IS OUR VISION



CUSTOMER SURVEY FORM

Thank you for participating in this Customer Survey.
Please indicate your feedback by placing a tick in the appropriate check box provided.

DISTRIBUTOR PROFILE

MEMBER CODE :

DATE:

RANKING :

DISTRIBUTOR AM RM EM DM EDM CDM ECDM

AGE :

18 - 29 30 - 49 50 - 59 60 Above

EMAIL ADDRESS :

Section A

1. Reason/s for joining as M-PLAN Business Partner (You may tick more than one)

- Attain extra side income
- Products needs
- Personal Development/Social Networking
- Others, please specify: _____

2. What products have you purchased from M-PLAN? (You may tick more than one category)

- Health Supplement Products
- Household Appliances (ODP, Anyzone, Izumi)
- Beauty/Personal Care (Skincare/Shower Gel..etc)
- Household Products (Mosaic Cleaner, detergent etc)

Section B (please tick)

5=Excellent

4=Good

3=Average

2=Poor

1=Bad

3. How satisfied are you with the company Products?

	5=Excellent	4=Good	3=Average	2=Poor	1=Bad
i. Overall Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii. Usage Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iii. Design & Packing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. How satisfied are you with company Campaign?

	5=Excellent	4=Good	3=Average	2=Poor	1=Bad
i. Promotion Campaign	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii. Incentive Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How satisfied are you with the " SERVICE " of following:-

i) UPLINE

	5=Excellent	4=Good	3=Average	2=Poor	1=Bad
Follow up service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing Plan Explanation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ii) STAFF

	5=Excellent	4=Good	3=Average	2=Poor	1=Bad
Meet customer needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behaviour/ Attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

iii) COMPANY

	5=Excellent	4=Good	3=Average	2=Poor	1=Bad
Printing Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Events / Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. How satisfied are you with the DELIVERY service of company?

	5=Excellent	4=Good	3=Average	2=Poor	1=Bad
i. On-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii. Packing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section C

7. Please provide ways to improve / enhance company product standard.

8. Additional comments, if any:-

Thank you for Your Invaluable Feedback!

Deadline: 15/8/2011



客户问卷调查

感谢您参与这次的客户问卷调查。
请在适当的空格打勾。

传销商个人资料

传销商编号：

日期：

阶级：

传销商 AM RM EM DM EDM CDM ECDM

年龄：

18岁-29岁 30岁-49岁 50岁-59岁 60岁以上

电邮：

A部分

1. 您加入M-PLAN成为事业伙伴的原因 (可提供超过一项的选择)

- 获取额外收入
 产品需求
 个人发展 / 社交网络
 其他原因, 请说明: _____

2. 您曾在M-PLAN购买的产品是? (可提供超过一项的选择)

- 健康辅助产品
 家庭保健产品 (多功能高氧食品养生机、多功能离子臭氧器、IZUMI高能量水系统)
 美容/个人护理产品 (护肤品/沐浴露等等)
 家居护理产品 (磨石清洁剂、洗衣粉等等)

B部分 (请打勾)

5=卓越 4=好 3=一般 2=差劲 1=非常差劲

3. 您对公司产品的满意度?

i. 整体品质

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ii. 使用经验

iii. 设计和包装

4. 您对公司促销活动的满意度?

i. 促销活动

ii. 奖励促销活动

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. 您对下列“服务”的满意度。

i) 上线

跟进服务

产品知识

市场计划的说明

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ii) 职员

符合客户需求

产品知识

行为/态度

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

iii) 公司

印刷资讯

训练课程

盛会/活动

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. 您对公司递送服务的满意度

i. 交货及时

ii. 包装

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C部分

7. 为了改善/加强公司的产品素质。请提供您的建议:—

8. 其他意见 (若有):—

感谢您的意见回馈!

截止日期: 15/8/2011