

SKYCON

MARKET SURVEY REPORT

CUSTOMER GRIEVANCE REPORT

1

M – SAND QUALITY IS SO POOR.

5

M – SAND CONTAINS LOTS OF DUST PARTICLES.

2

M – SAND OFTEN DELIVERED IN WHITE COLOUR.

6

M – SAND IS NOT WASHED PROPERLY.

3

M – SAND TEXTURE IS NOT SUITABLE FOR WORKING.

7

M – SAND VARIETY OFTEN GETS REPORTED WITH DELIVERY ISSUE.

4

M – SAND GETS MIXED WITH POWDER.

8

M – SAND PRICE IS COMPARITIVELY HIGHER.

9

M – SAND OFTEN GETS COLOUR DIFFERENTIATION.

M - SAND



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PAVER BLOCK CORNERS ARE DAMAGED FREQUENTLY.

12

PAVER BLOCK LAYERING NEED TO BE DONE FOR SMALLER AREA ALSO.

11

PAVER BLOCK COLOUR GETS FADED.

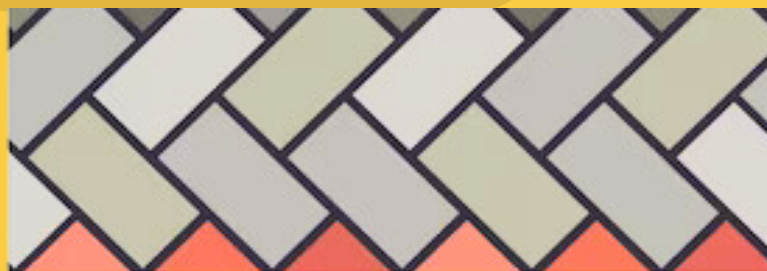
13

PAVER BLOCK PRICE IS HIGH.

14

PAVER BLOCK SIZE GETS CHANGED OFTEN – ORDERED ONE ; DELIVERED ONE.

PAVER BLOCK



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15

RMC – SOON GETS RIGID.

16

RMC – SOON IT GETS
FALLEN OFF.

17

RMC – M20 GRADE
ORDERED, BUT
DELIVERED M12.

18

P – SAND QUALITY IS
SUBSTANDARD.

19

P – SAND CONTAINS LOT
OF DUST.

READYMIX CONCRETE

P – SAND



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20

JALLI – GETS MIXED WITH SOIL & SAND.

21

JALLI – GETS DELIVERED IN POWDER FORM.

22

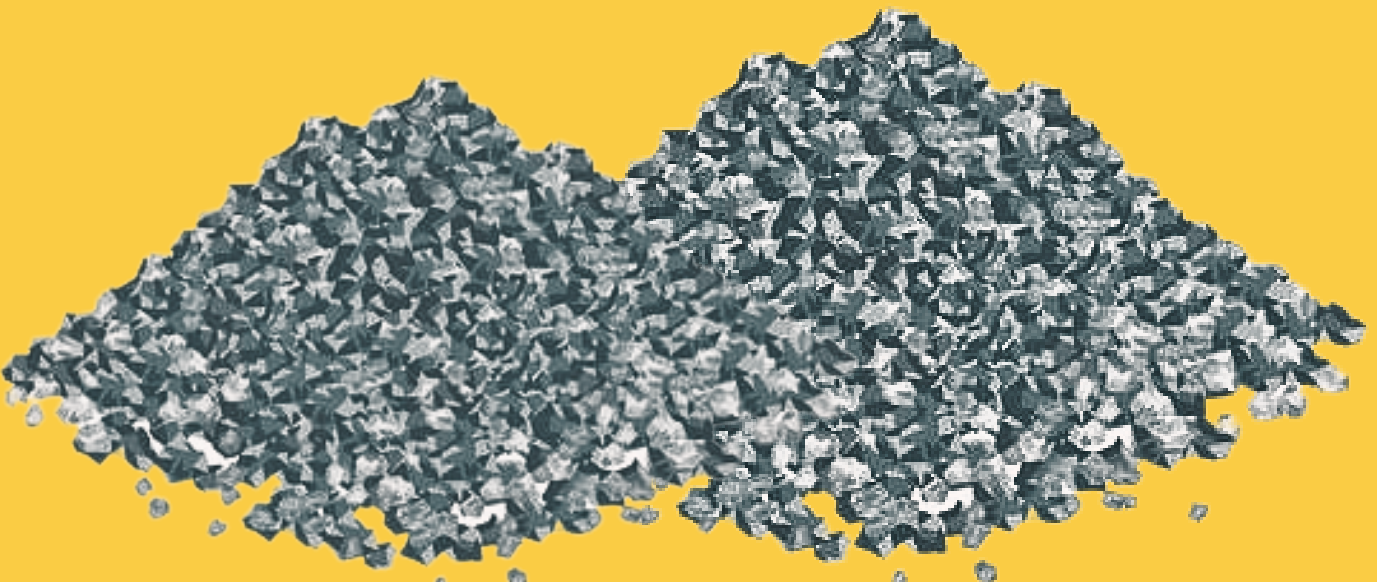
JALLI – IS OFTEN DELIVERED IN BLUE COLOUR.

23

JALLI – NO UNIFORMITY - ONE IS SMALLER & OTHER IS BIGGER.

24

JALLI – IS NOT IN AN EVEN FORM.



JALLI

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25

HOLLOW BLOCK – HAS LOW RESISTANCE & LOW DURABILITY.

26

HOLLOW BLOCK - EASILY GETS BROKEN.

27

HOLLOW BLOCK – PRICE IS COMPARITIVELY HIGHER.

28

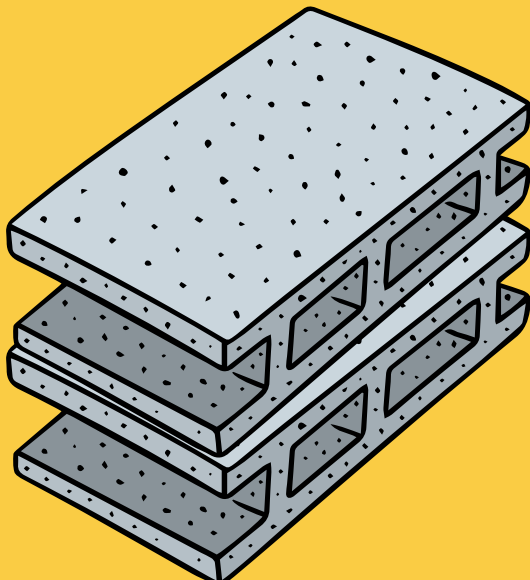
ROUGH KAL – QUALITY IS POOR.

29

ROUGH KAL – OFTEN COLOUR CHANGED DELIVERY.

30

ROUGH KAL - RATIO IS NOT GIVEN PROPERLY.



HOLLOW BLOCK

ROUGH KAL

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NO PROPER RESPONSE
FROM SKY TEAM.

35

BEING **DISRESPECTFUL** TO
CUSTOMERS.

32

KAVUNDAPADI MANAGER –
HAVE DISPUTES WITH MAJOR
CLIENTS.

36

NO HOSPITALITY IN SKY
SALES TEAM.

33

NO PROPER DEDICATED
SALES TEAM FOR SKYCON.

37

NO PROPER RESPONSE
FROM SUPERIORS.

34

NO QUICK RESPONSE ,
WHEN CALLED FOR
REQUIREMENT.

38

NO RESPONSE FROM
SKYCON OFFICIAL NUMBER
FOR PLACING ORDER.

ZERO HOSPITALITY



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NO TIME GIVEN FOR PAYMENT.

40

NO NEGOTIATION IN PRICE EVEN FOR REGULAR BUYERS ALSO.

41

EXCESS PRODUCTS WERE DELIVERED & CUSTOMERS ALSO CHARGED FOR THAT.

42

PRICE DIFFERENTIATION FOR CERTAIN CLIENTS.

43

NO TRANSPERANCY IN PRICE.

44

NO PROPER PRODUCT PRICING COORDINATION WITH CUSTOMERS.

PAYMENT

PRICING



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45

DELAY IN DELIVERY.

48

ACCEPTING & DOING ORDERS FOR BIGGER REQUIREMENT & CLIENTS & **NOT FOR SMALLER REQUIREMENTS.**

46

CUSTOMER DELIVERY **LOCATION DENIED.**

49

OFTEN ADMITTING THAT THERE IS **NO STOCK** TO CUSTOMERS.

47

DAMAGE OF PRODUCTS DURING TRANSPORTATION.

50

DIRECT REPORTING TO SALES TEAM IS NOT FOLLOWED INSTEAD REFERENCE PERSONS ARE DEALING IT.

DELIVERY

ORDERS





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