

**CUSTOMER SATISFACTION RATING FEEDBACK  
JANUARY 2016**

BRANCH	CUSTOMER SATISFACTION RATING FEEDBACK				TOTAL
	EXCELLENT	GOOD	AVERAGE	WEAK	
HEADQUARTERS	10	4	0	0	14
KUALA LUMPUR	42	48	0	0	90
SELANGOR	31	6	0	0	37
NEGERI SEMBILAN	11	7	0	0	18
MALACCA	29	7	0	0	36
JOHORE	142	100	0	0	242
MUAR	3	3	0	0	6
PAHANG	1	4	0	0	5
RAUB	13	0	0	0	13
TERENGGANU	19	18	0	0	37
KELANTAN	14	16	0	0	30
GUA MUSANG	7	3	0	0	10
PERAK	22	9	0	0	31
TAIPING	38	23	0	0	61
PENANG	15	18	0	0	33
KEDAH	59	34	0	0	93
LANGKAWI	8	22	0	0	30
PERLIS	41	32	0	0	73
SARAWAK	41	77	0	0	118
SIBU	28	4	0	0	32
MIRI	39	39	0	0	78
SABAH	5	0	0	0	5
LABUAN	0	0	0	0	0
<b>TOTAL</b>	<b>618</b>	<b>474</b>	<b>0</b>	<b>0</b>	<b>1092</b>