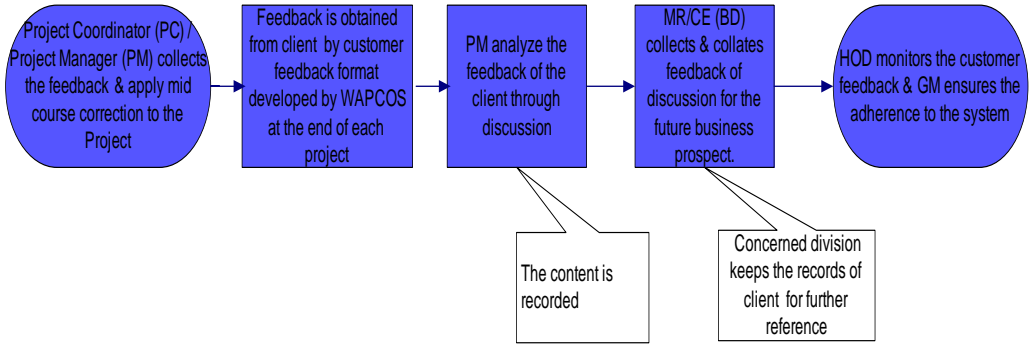
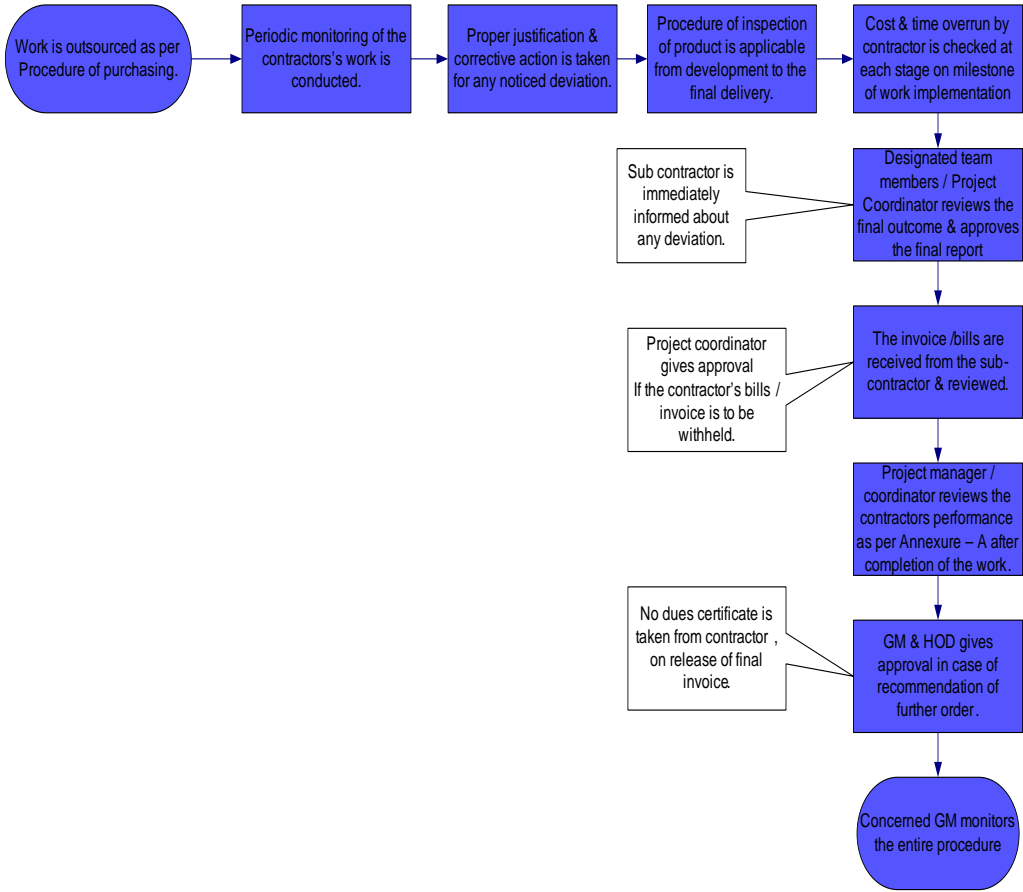


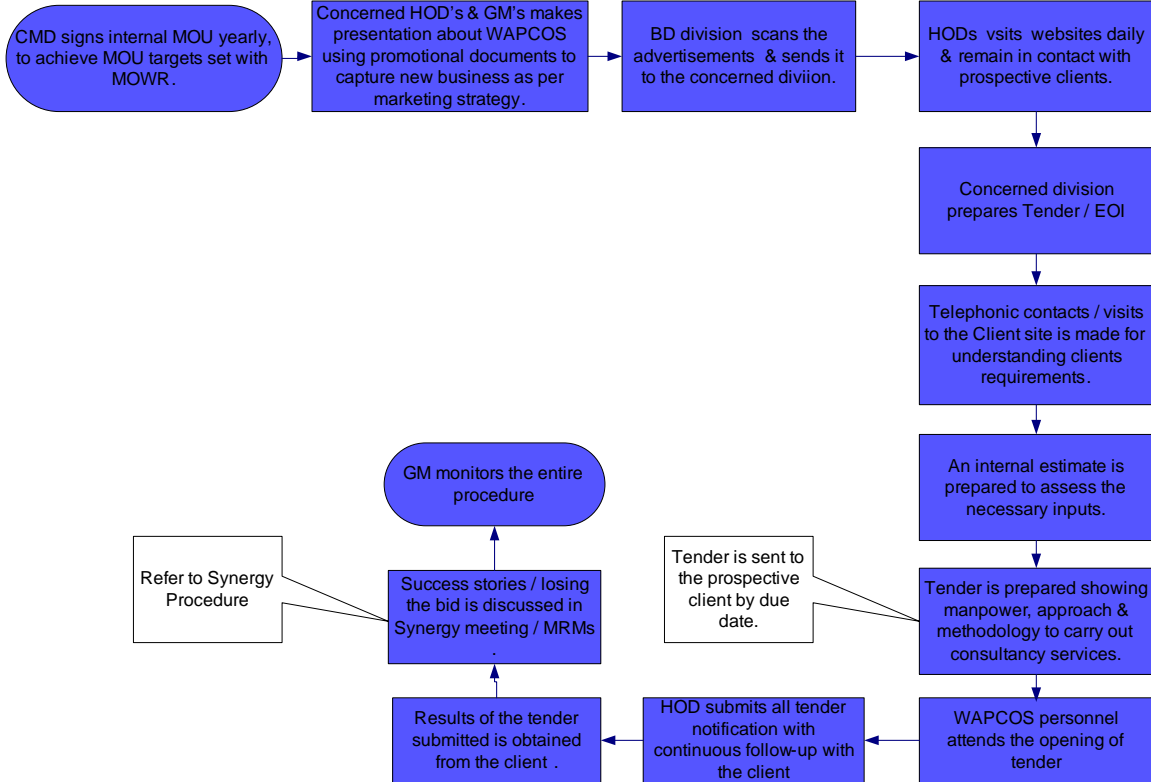
Procedure for collection, collation & analysis of customer feedback



Procedure for Assessment of Contractor's Performance



Procedure for capturing Business



Procedure for Investigation of Loss of Business

