



## Customer Satisfaction - Service Evaluation

Dear Sir/Madam,

In view of the continuous effort to improve our services, we would appreciate taking some time to evaluate our cooperation in the context of an audit of your organization's Management System(s), as well as suggestions for improvement.

\* Indicates required question

Company Details												
Company Name*:												
Full Name*:												
Email*:												
Phone*:												
Applicable Standard(s)*:												
Please note how you learned about our company:	From our website		From social media		From our Partners		From a Consultant		From another customer		Other	

### Evaluation of the Certification Body

Complete the assessment of the institution in the following areas by placing an X in the options you want: \*

Evaluation criterion	Rating Scale				
	Not acceptable	Insufficient	Marginally Adequate	Sufficient	Excellent
Written and oral communication with the service center					
The availability of service					
The speed and adequacy of response to your requests					
The pricing policy of the operator					
The information you have from the Certification Body regarding issues of your certification					

### Inspection & Inspector Evaluation

Fill in the table below how you evaluate the inspection and the inspector in the following areas, by placing an X in the options you want:

Evaluation criterion	Rating Scale				
	Not acceptable	Insufficient	Marginally Adequate	Sufficient	Excellent
Written and oral communication with the inspector					
Compliance with the inspection programme					
Scope and depth of inspection					
Inspector's cooperation.					
Understand and formulate inspection findings.					
Technical competence and operational knowledge of an inspector.					
Ability to resolve questions and provide explanations by the inspector.					
Adequacy and usefulness of improvement proposals / Added value of inspection.					

### Use of logo

Do you use or intend to use the logo of the Certification Body?

<input type="checkbox"/>	We are already using it
<input type="checkbox"/>	We intend to use it
<input type="checkbox"/>	We don't use it

### Suggestions for improvement:

Best regards for MP ADVISORS IKE

The Quality Manager