

CUSTOMER SATISFACTION SURVEY- APRIL 2019 TO MARCH 2020

In an effort to continuously improve its accreditation services thus serve customers better, SADCAS undertook a customer satisfaction survey during the 2019/20 financial year.

The Customer satisfaction survey form was circulated to clients electronically on an ongoing basis for completion as they receive accreditation services from SADCAS. The feedback is analyzed on an ongoing basis with any suggestions for improvement being considered and implemented accordingly. Nonconformities were raised on SADCAS F42 for any “Poor” customer feedback or comments of concern which were then investigated with identified corrective action being implemented for improvement purposes. One hundred and one (101) forms were circulated and sixty-nine (69) responses were received i.e. 68% response rate.

The following results are based on an analysis of all the feedback received during the period beginning 1 April 2019 to 31 March 2020.

- **98%** rated SADCAS overall accreditation services from **good to excellent** with **95%** rating from **very good to excellent**. Refer to Figure 1.
- **100%** rated SADCAS accreditation for accuracy and completeness of technical information from **good to excellent** with **90%** rating from **very good to excellent**. Refer to Figure 2.
- **93%** rated SADCAS accreditation process timelines from **good to excellent** with **87%** rating from **very good to excellent**. Refer to Figure 3.
- **96%** rated professionalism of assessment team from **good to excellent** with **92%** rating from **very good to excellent**. Refer to Figure 4.
- Although there was a 2% decline in the rating for overall accreditation services compared to 2018/19, a notable increase of 9% in the ratings from very good to excellent was noted. A slight decline of 5% was noted in the ratings for accreditation process timelines compared to 2018/19.

General Comments – Whilst generally, customers are satisfied with all aspects of the accreditation process, SADCAS take seriously the feedback received from clients and has put in a place a system that investigates all concerns expressed, identifies corrective action and implement the corrective action for continuous improvement.

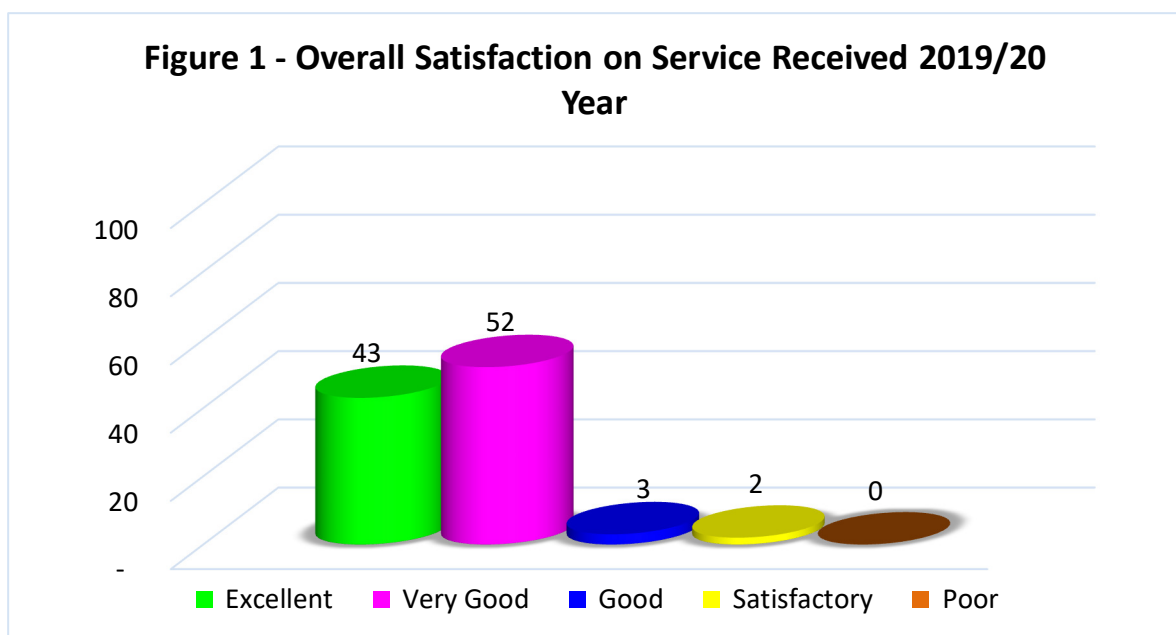


Figure 2 - Accuracy & Completeness of Technical Information 2019/20 Year

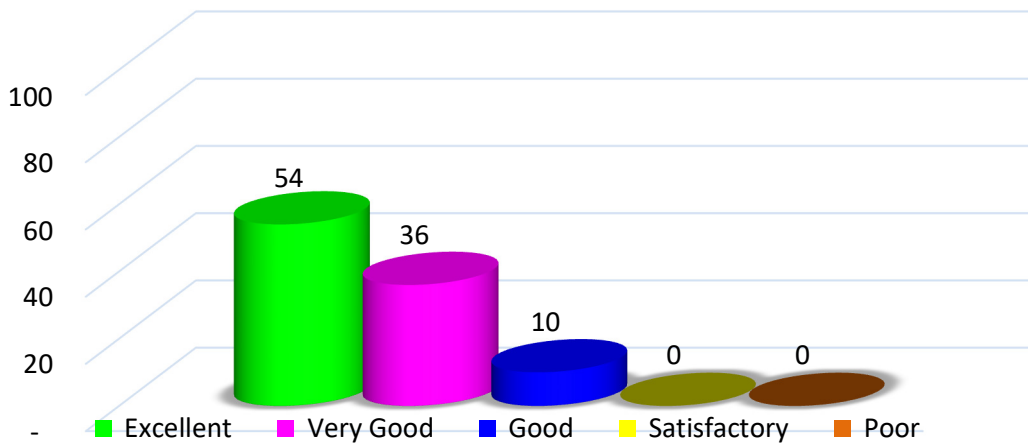


Figure 3 - Accreditation Process Timelines 2019/20 Year

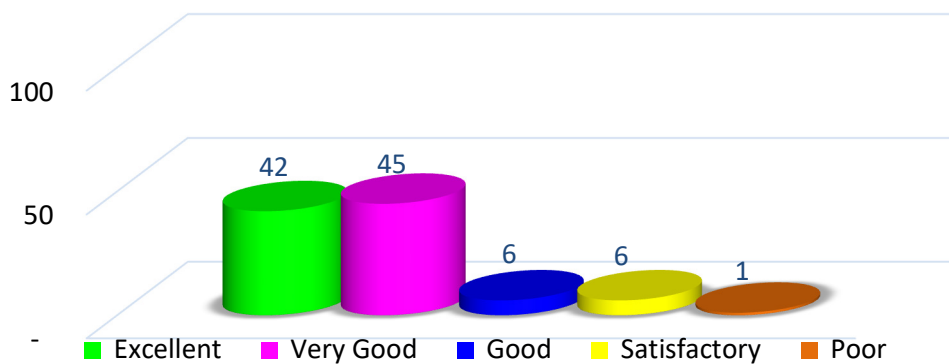


Figure 4 - Professionalism of Assessment Team 2019/20 Year

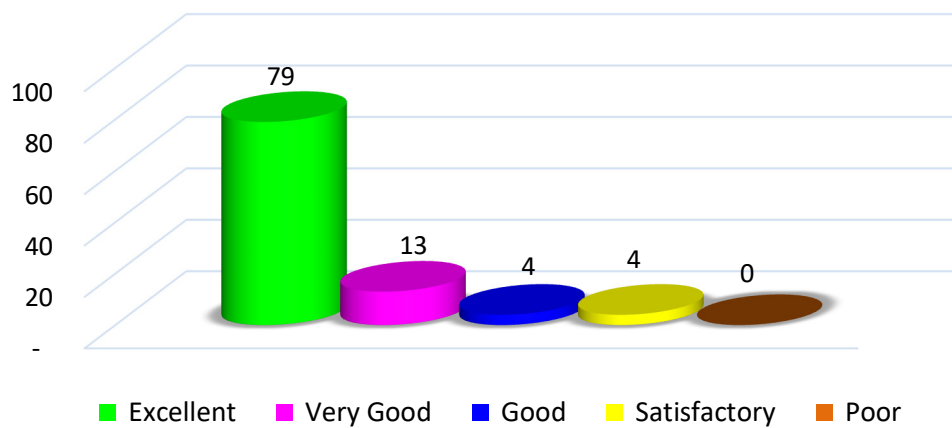


Figure 5 - Overall Satisfaction on Service Over the Past 5 Years

