

## CUSTOMER SATISFACTION SURVEY – ACCREDITATION SERVICES

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Dear Customer,

Please help us serve you better by taking a couple of minutes to provide feedback with regards to our service that you received so far. We appreciate your business and remain committed to always providing the best possible service to all our customers.

Yours Sincerely

Mr Xavier Mugari  
SADCAS Quality Manager

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### 1. Company Details

<b>Date(s) of Assessment</b>		
<b>Organization</b>		
<b>Accreditation Scheme (Medical, Testing, Certification etc.)</b>		
<b>Name of Organization's Nominated Representative</b>		
<b>Contact details</b>	Email:	Telephone:

### 2. Customer Feedback

Please tick type of assessment

<b>Initial</b>	<input type="checkbox"/>	<b>Periodic</b>	<input type="checkbox"/>	<b>Reassessment</b>	<input type="checkbox"/>	<b>Reinstatement</b>	<input type="checkbox"/>
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*Please tick the most appropriate response ONLY for the assessment undertaken*

	Excellent	Very Good	Good	Satisfactory	Poor
Overall satisfaction on service received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy, completeness of technical information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accreditation process timelines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Application stage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Documentation review stage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Pre assessment stage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Initial assessment stage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Approval stage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Periodic assessment stage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism, technical knowledge and skills of assessment team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other comments/suggestions to improve SADCAS accreditation services:					

**THANK YOU FOR YOUR FEEDBACK**