

CUSTOMER SATISFACTION SURVEY- APRIL 2021 to MARCH 2022

In an effort to continuously improve its accreditation services thus serve customers better, SADCAS undertook a customer satisfaction survey during the 2021/22 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. One hundred and ninety (197) forms were circulated and ninety-five (95) responses were received i.e., 48% response rate.

The following results are based on an analysis of all the feedback received during the period beginning 1 April 2021 to 31 March 2022.

- **99%** rated SADCAS overall accreditation services from **good to excellent** with **84%** rating from **very good to excellent** and **1% poor** Refer to Figure 1.
- **97%** rated SADCAS accreditation for accuracy and completeness of technical information from **good to excellent** with **87%** rating from **very good to excellent** and **3%** satisfactory. Refer to Figure 2.
- **95%** rated SADCAS accreditation process timelines from **good to excellent**, **77%** rating from **very good to excellent**, **4%** satisfactory and **1% Poor**. Refer to Figure 3.
- **95%** rated professionalism of assessment team from **good to excellent** with **86%** rating from **very good to excellent** and **1% Poor**. Refer to Figure 4.

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.

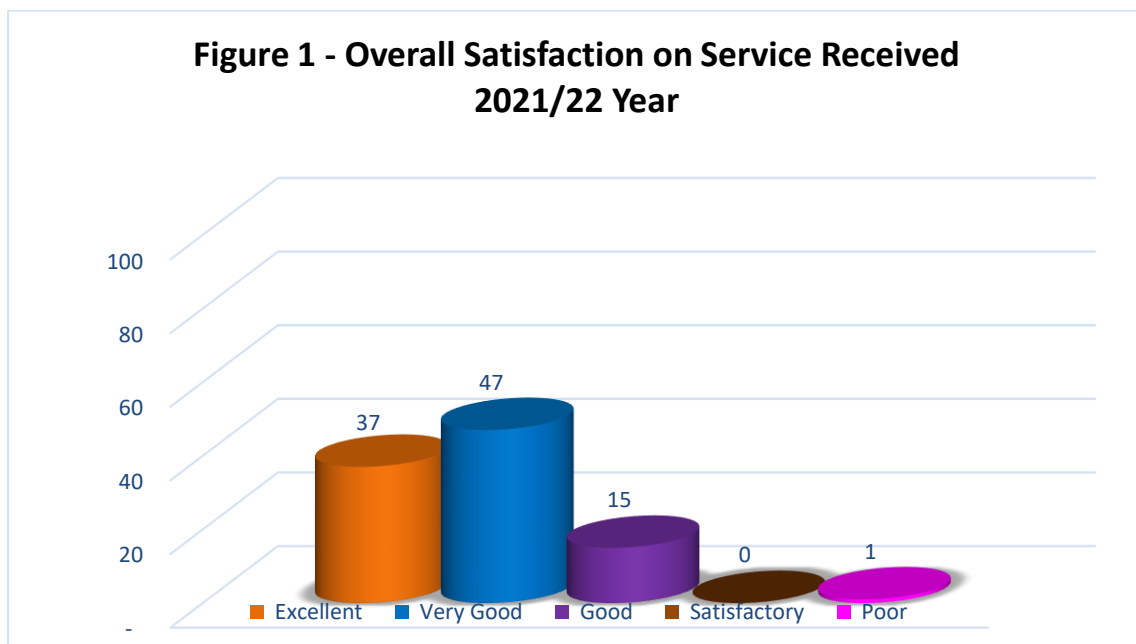


Figure 2 - Accuracy & Completeness of Technical Information 2021/22 Year

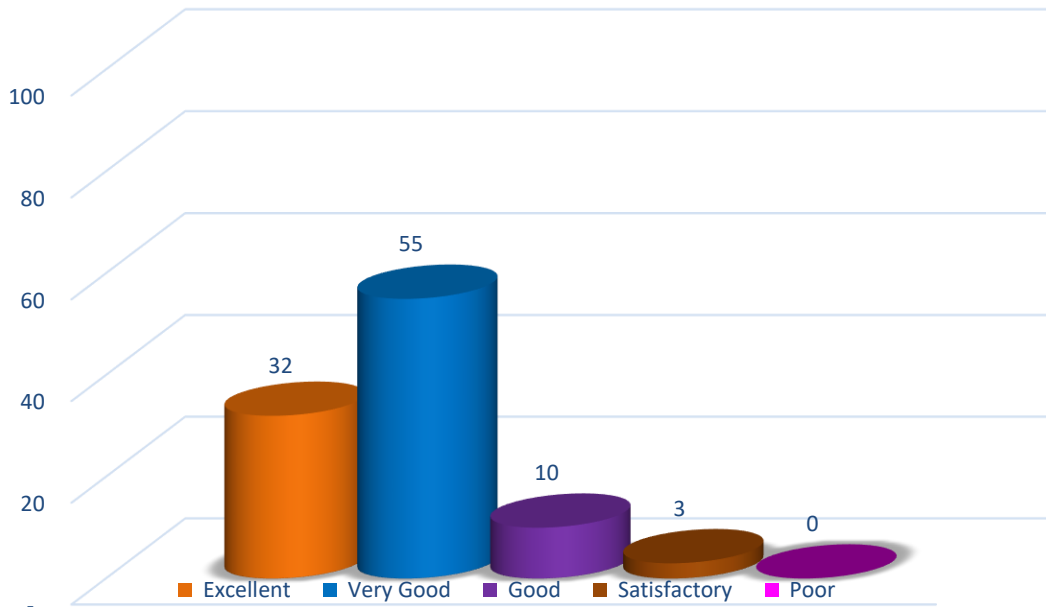
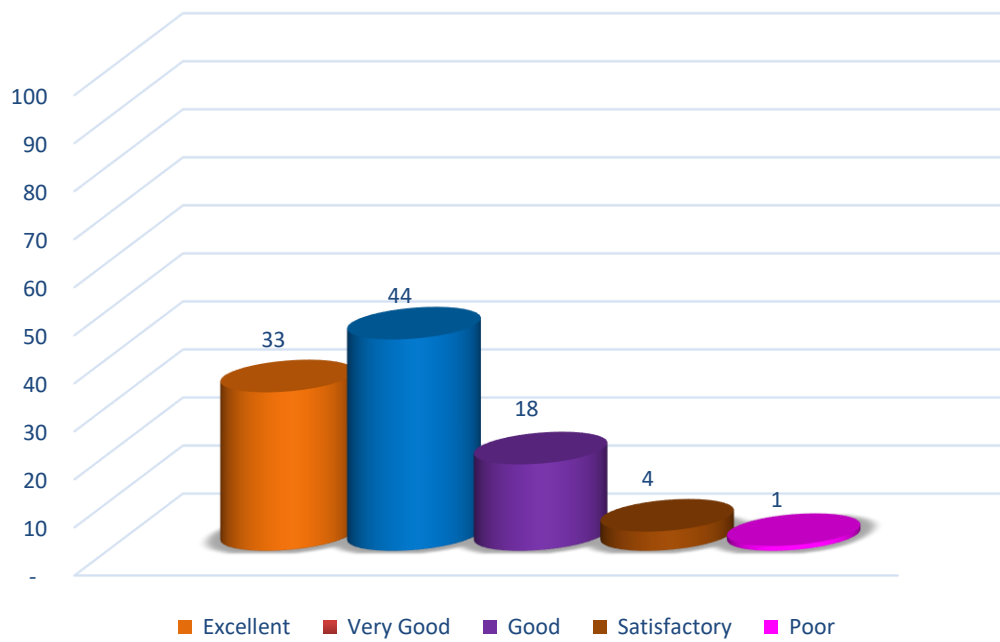


Figure 3 - Accreditation Process Timelines 2021/22 Year



**Figure 4 - Professionalism of Assessment Team
2021/22 Year**

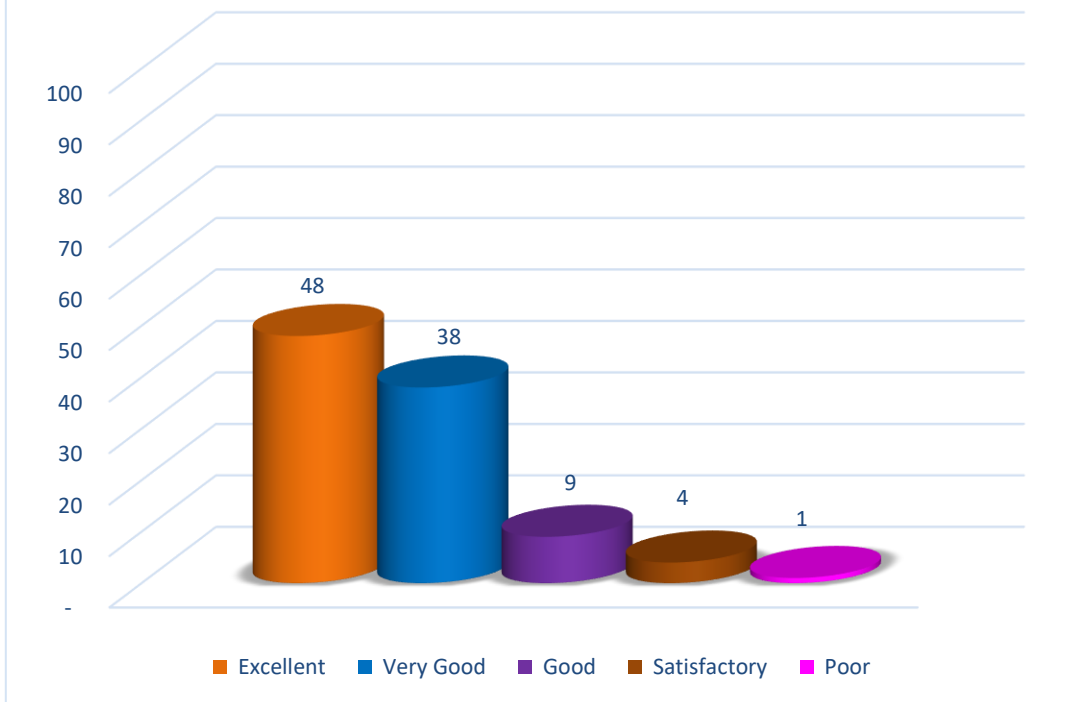


Figure 5 - Overall Satisfaction on Service - 2021/22 compared to 2020/21, 2019/20, 2018/19, 2017/18, 2016/17 and 2015/16

