



CUSTOMER FEEDBACK QUESTIONNAIRE

Organization *

Address

Phone *

Fax

E-mail *

Website

Customer Representative

Designation

Certified Schemes
 ISO 9001:2015 ISO 14001:2015 OHSAS 18001:2007
 Codex HACCP ISO 22000:2005 ISO 27001:2013
 ISO 22716:2007

Accreditation
 DAC Unaccredited if others, please specify here:

Feedback Elements & Scores: 5 - Excellent, 4 - Very Good, 3 - Good, 2 - Average, 1 - Below Average

Customer Relationship, Management & Response

Timely & Correctness of Information given
 Excellent V. Good Good Average Below Average

Emails Response by Co-ordinator(s)
 Excellent V. Good Good Average Below Average

Application Process

Information on BAS Certification Process
 Excellent V. Good Good Average Below Average

Quotation response
 Excellent V. Good Good Average Below Average

Certification Processes

Audit Planning and Communication
 Excellent V. Good Good Average Below Average

Punctuality of Auditors reaching site
 Excellent V. Good Good Average Below Average

Assessments Quality
 Excellent V. Good Good Average Below Average



Auditor Professional Conduct

Excellent V. Good Good Average Below Average

Timely provision of Assessment Reports

Excellent V. Good Good Average Below Average

Presentation Quality of Report and Correctness

Excellent V. Good Good Average Below Average

Timely delivery of Certification Documentation

Excellent V. Good Good Average Below Average

Correctness of Certificate(s)

Excellent V. Good Good Average Below Average

Information on certification Terms & Conditions including Use of Logo(s)

Excellent V. Good Good Average Below Average

Accounting Team Responses

Competitiveness of value priced

Excellent V. Good Good Average Below Average

Correct invoicing, etc.

Excellent V. Good Good Average Below Average

Handling of your Appeals & Complaints, if any

Receipt & Actions on Appeals & Complaints

Excellent V. Good Good Average Below Average

Suggestions, if any

- * fields are mandatory
- Thank you for providing this feedback. Your opinions are important for our continuous improvement.
- Please note that your feedback will be treated confidentially as per BAS Confidentiality Policy. It will not, in any way, affect the outcome of the audit(s).
- Please return this form by email to: standards@bascertification.com.