



# CUSTOMER SATISFACTION SURVEY

Customer satisfaction is the most important aspect of our business at SGS. Please take a few minutes to give us your feedback.

Company Name: \_\_\_\_\_ Auditor(s): \_\_\_\_\_

Site or Facility: \_\_\_\_\_ Audit Date: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Email: \_\_\_\_\_

Position: \_\_\_\_\_ Phone: \_\_\_\_\_

Visit Type:  New Certification     Surveillance     Re-Certification

	Customer Service Personnel				Sales Personnel			
	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly Agree	Agree	Disagree	Strongly Disagree
1. Service is delivered in timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Service is delivered professionally and courteously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Understands my needs and business requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Has the right level of technical knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The overall level of service meets my expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Auditing Process	Strongly Agree	Agree	Disagree	Strongly Disagree
1. Auditing process was properly explained during opening meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Audit was scheduled in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Audit itinerary was received in timely advance of the audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Auditor(s) understood my industry sector and operational practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Auditor(s) were professional and open-minded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Findings are clearly explained & result clarified during closing meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Clear explanation of registration, reporting process and subsequent visits during closing meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Audit report was objective and corrective actions were easily understood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Certificate was received in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Guidelines and support was provided for correct use of certification marks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Proposal, Pricing & Invoicing	Strongly Agree	Agree	Disagree	Strongly Disagree
1. Proposal was delivered in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Proposal was clear and easily understood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Proposal met my requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. SGS pricing contains no hidden costs and is comprehensive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. SGS pricing is competitive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Invoices are clear and accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Invoices are delivered in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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## Overall Satisfaction Level

Please mark an (X) on scope/area of SGS service(s) that you are MOST satisfied as well as LEAST satisfied with. You may mark more than one scope/area.

Scope/Area	Most Satisfied	Least Satisfied	For areas that you are least satisfied, please let us know how we can improve so as to serve you better
Sales			
Customer Service & Support			
SGS Auditor(s) and service delivery			
Training Services			
Value for Money			
Any other area? Please specify:			

## Respondent Comments

How can SGS improve our service to you? If you have any suggestions/comments, please elaborate them below.

I am likely to recommend SGS to others:      YES       NO

Please include my email address in your mailing list for any SGS updates, news and events:      YES       NO

Are there any other areas such as quality (ISO 9001), health & safety (OHSAS 18001), energy (ISO 50001), environmental management (ISO 14001), business continuity (ISO 22301), social issues, training needs (e.g. IRCA Lead Auditor) or etc., which your organization is keen to know more about?

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\*\*\*\*\* THANK YOU \*\*\*\*\*

### Please return survey to:

Systems & Services Certification  
**SGS (Malaysia) Sdn Bhd**  
Unit 10-1, 10<sup>th</sup> Floor,  
Bangunan Malaysian RE,  
No 17, Lorong Dungun,  
Damansara Heights,  
50490 Kuala Lumpur  
Email: [ssc.my@sgs.com](mailto:ssc.my@sgs.com)  
Fax: +603 – 2093 8202