Dear Client,

One of our most important goals is to continually improve the quality of our services. But in order to achieve this, we need your help: we would like to ask you to fill in this questionnaire. The results will enable us to evaluate your satisfaction with TÜV NORD and also to include your ideas and suggestions in our continual improvement processes.

1. General information
1.1 What is the size of your company?
○ 1-50 employees ○ 51-200 employees ○ 201-500 employees ○ More than 500 employees

1.2 In which sector does your company operate?

1.3 Please enter your country and postcode: ____________________________

1.4 What certification service do we provide to you?
○ System certification ○ Product certification ○ Personnel certification ○ Other

Name of the Standard / of the service:

1.5 How or through whom did you get to know about us?
○ Personal approach by TÜV NORD ○ Yellow pages / Telephone book
○ Recommendation ○ Internet
○ Advertising ○ Specialist journal / article
○ Trade fair / Exhibition ○ Other (where?) yes no

1.6 Is certification relevant for gaining new customers?

2. Performance of the audit / of the inspection
(1= very satisfied; 2= satisfied; 3= less satisfied; 4= dissatisfied)

2.1 How satisfied were you with the preparation and planning?

2.2 How easy was it for you to reach us?

2.3 How satisfied were you with the timekeeping / adherence to deadlines of our staff?

2.4 How satisfied were you with our offer (reaction time, ease of understanding, completeness, etc.)?

2.5 How satisfied were you with the organisational aspects?

2.6 If a closing meeting took place, were you satisfied?
○ No closing meeting took place.

3. Technical competence and personal behaviour of our staff
(1= very satisfied; 2= satisfied; 3= less satisfied; 4= dissatisfied)

3.1 How satisfied were you with the technical competence of our staff?

3.2 How satisfied were you with the time schedule and dates given for the work?

3.3 Were you satisfied with the personal behaviour and approach of our staff?

3.4 Were you satisfied with the friendliness and helpfulness of our customer service?

4. Documentation
Some of the questions in this Section are not relevant for product certification clients. Please simply leave the circles blank if they do not apply to you.

4.1 Were you satisfied with the report?

4.2 Was the action plan easy to understand?

4.3 Is the description of potentials for improvement /corrective actions detailed enough?
5. Certificate / Test mark

(1= very satisfied; 2= satisfied; 3= less satisfied; 4= dissatisfied)

5.1 Were you satisfied with the speed of the document processing / creation of the certificates?

Yes  No

5.2 Do you make use of the TÜV NORD mark or are you planning to make use of it?

5.3 If so, on or with what media?

6. General questions

6.1 How satisfied are you in general with the following points in relation to TÜV NORD?

(1= very satisfied; 2= satisfied; 3= less satisfied; 4= dissatisfied)

Quality

Price / performance ratio

Exchange / flow of information

Information material

Service

Flexibility

6.2 How satisfied are you overall (expressed as a single mark) with the certification services of TÜV NORD?

6.3 How likely is it that you will recommend TÜV NORD to others?

(0= very unlikely; 10= very likely)

Yes  No

6.4 Was there any reason for a complaint? Did you file a complaint with TÜV NORD with respect to services provided?

If yes, how satisfied are you with the handling of the complaint?

6.5 Do we offer all the services you wish to have? If no, what recommendations do you have regarding our service portfolio?

7. General questions

Please assign marks from 1-6 for the following criteria, whereby 1 is “very important” and 6 is “not important” Please only use each mark once.

1. Organisation of the audit / inspection

2. Technical competence of our staff

3. Personal behaviour of our staff

4. Documentation of the service

5. Quality of the service

6. Price of the service

8. Statistical information

Gender  ○ Male  ○ Female

Age  ○ 20-30  ○ 31-40  ○ 41-50  ○ over 50

Management position?  ○ yes  ○ 1st management level  ○ 2nd management level  ○ no

Thank you very much indeed for your help!

Please return the questionnaire either by using the enclosed envelope, sending it to us by Fax at +49 (0) 5 11 986 28 99 19 00, or by email to the following address info.tncert@tuvev-nord.de.