

Dear Client,

One of our top priorities is to seek to improve the quality of our services on an ongoing basis. To achieve this, we need your help. Thus, we request that you fill in this questionnaire. The results will enable us to assess your level of satisfaction with TÜV NORD and to include your ideas and suggestions in our ongoing improvement processes.

1. General information about the company

- 1.1. Name of the company: _____
- 1.2. Size of the company:
 1-50 employees 51-200 employees 201-500 employees Over 500 employees
- 1.3. In which sector does the company operate? _____
- 1.4. Please enter your country and postcode: _____
- 1.5. Name of the standard(s): _____
- 1.6. How did you find out about us?
 Personal approach from TN Corporate Client / good experience Trade fair / exhibition
 Recommendation Internet Others
 Advertising Special journal / article at:

2. Assessment of our services

First, indicate how satisfied or dissatisfied you are with the following aspects of our service, and then how important or unimportant these criteria are to you.

Please rate each of the following criteria from your own personal point of view:	Satisfaction				Importance				No comment
	I'm...				This is...				
	Very satisfied	satisfied	Less satisfied	dissatisfied	Very important	important	Less important	unimportant	
2.1. Our contact / approach with you	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
2.2. Our quotation									
2.2.1. Response time	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
2.2.2. Understandability	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
2.2.3. Completeness	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
2.3. Preparation and planning of the audit / inspection	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
2.4. Remote Audit									
2.4.1. Quality of Video- and Audio	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
2.4.2. Understandability	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
2.4.3. Workload	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
2.5. Expertise / competence of our staff	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
2.6. Personal behavior and approach of our staff	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
2.7. Adherence to schedule	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>

