Dear Client,

One of our most important goals is to improve the quality of our services continually. 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 to include your ideas and suggestions in our continual improvement processes.

1. **General Information about the company**

|  |  |
| --- | --- |
| * 1. Name of the company:
 |  |

|  |  |  |  |
| --- | --- | --- | --- |
| * 1. Size of the company
 |  |  |  |
| ○ 1-50 employees | ○ 51-200 employees | ○ 201-500 employees | ○ Over 500 employees |

|  |  |
| --- | --- |
| * 1. In which sector does the company operate?
 |  |

|  |  |
| --- | --- |
| * 1. Please enter your country and postcode:
 |  |

|  |  |
| --- | --- |
| * 1. Name of the standard(s):
 |  |

|  |
| --- |
| * 1. How did you get to know about us?
 |
|  ○ Personal approach of TN | ○ Corporate Client / good experience | ○ Trade fair / exhibition |
|  ○ Recommendation  | ○ Internet | ○ Others |
|  ○ Advertising | ○ Special journal / article | at:  |

1. **Assessment of our services**

First indicate how satisfied or dissatisfied you are with these criteria, and then how important or unimportant the criteria is to you.

|  |  |  |  |
| --- | --- | --- | --- |
| *Please rate each of the following criteria from your own personal point of view* | SatisfactionI’m… | ImportanceThis is... |  |
|  | Very satisfied | satisfied | Less satisfied | dissatisfied | Very important | important | Less important | unimportant | *No com-ment* |
| Our contact / approach with you |  |  |  |  |  |  |  |  | ❒ |
| Our quotation |  |  |  |  |  |  |  |  |  |
| * Response time
 |  |  |  |  |  |  |  |  | ❒ |
| * Understandability
 |  |  |  |  |  |  |  |  | ❒ |
| * Completeness
 |  |  |  |  |  |  |  |  | ❒ |
| Preparation and planning of the audit / inspection |  |  |  |  |  |  |  |  | ❒ |
| Remote Audit |  |  |  |  |  |  |  |  |  |
| * Quality of Video- and Audio
 |  |  |  |  |  |  |  |  | ❒ |
| * Understandability and traceability
 |  |  |  |  |  |  |  |  | ❒ |
| * Effort
 |  |  |  |  |  |  |  |  | ❒ |
| Expertise / competence of our staff |  |  |  |  |  |  |  |  | ❒ |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Very satisfied | satisfied | Less satisfied | dissatisfied | Very important | important | Less important | unimportant | *No com-ment* |
| Personal behavior and approach of our staff |  |  |  |  |  |  |  |  | ❒ |
| Adherence to schedule |  |  |  |  |  |  |  |  | ❒ |
| Report of audit / inspection |  |  |  |  |  |  |  |  | ❒ |
| Presentation of corrective actions and improvement potentials |  |  |  |  |  |  |  |  | ❒ |
| Speed of the document processing / creation of the certificate |  |  |  |  |  |  |  |  | ❒ |
| Invoice and invoicing procedure |  |  |  |  |  |  |  |  | ❒ |
| Quality of our services in general |  |  |  |  |  |  |  |  | ❒ |
| Price-performance ratio |  |  |  |  |  |  |  |  | ❒ |

1. **General questions**
	1. Was there a reason for a complaint / objection?

|  |
| --- |
| ❒ Yes |
| ❒ No |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| If yes, how satisfied were you with the response to the complaint / objection? |  |  |  |  |  |  |  |  |  ❒ |

* 1. If you were dissatisfied with us, please let us know why:

|  |
| --- |
|  |
|  |

* 1. How likely is it that you would recommend TN Gulf?

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  Very likely |  |  |  |  |  |  |  | Very unlikely | *No comment* |
|  ➉ | ➈ | ➇ | ➆ | ➅ | ➄ | ➃ | ➂ | ➁ | ➀ |  ❒ |

* 1. Why did you decide to go with TN Gulf?

|  |
| --- |
|  |
|  |

* 1. What you always wanted to tell us?

|  |
| --- |
|  |
|  |

**Thank you very much for your help!**

Please use our email address amshady@tuv-nord.com OR ayousif@tuv-nord.com for the return.

In case you have any questions, please do not hesitate to contact us: amshady@tuv-nord.com OR tuvGulf@tuv-nord.com OR wkamal@tuv-nord.com