

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

1.1. 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 get to know about us?

- Personal approach of 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 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	Satisfaction				Importance				No comment
	I'm...				This is...				
	Very satisfied	satisfied	Less satisfied	dissatisfied	Very important	important	Less important	unimportant	
Our contact / approach with you	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
Our quotation									
- Response time	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
- Understandability	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
- Completeness	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
Preparation and planning of the audit / inspection	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
Remote Audit									
- Quality of Video- and Audio	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
- Understandability and traceability	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
- Effort	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
Expertise / competence of our staff	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>

	Very satisfied	satisfied	Less satisfied	dissatisfied	Very important	important	Less important	unimportant	No comment
Personal behavior and approach of our staff	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
Adherence to schedule	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>
Report of audit / inspection	☺	☺	☹	☹	①	②	③	④	<input type="checkbox"/>

Presentation of corrective actions and improvement potentials	😊	😊	😞	😞	①	②	③	④	<input type="checkbox"/>
Speed of the document processing / creation of the certificate	😊	😊	😞	😞	①	②	③	④	<input type="checkbox"/>
Invoice and invoicing procedure	😊	😊	😞	😞	①	②	③	④	<input type="checkbox"/>
Quality of our services in general	😊	😊	😞	😞	①	②	③	④	<input type="checkbox"/>
Price-performance ratio	😊	😊	😞	😞	①	②	③	④	<input type="checkbox"/>

3. General questions

3.1 Was there a reason for a complaint / objection?

- Yes
- No

If yes, how satisfied were you with the response to the complaint / objection? 😊 😊 😞 😞 ① ② ③ ④

3.2 If you were dissatisfied with us, please let us know why:

3.3 How likely is it that you would recommend TÜV NORD CERT?

Very likely Very unlikely No comment

⑩ ⑨ ⑧ ⑦ ⑥ ⑤ ④ ③ ② ①

3.4 Why did you decide to go with TÜV NORD CERT?

3.5 What you always wanted to tell us?

Thank you very much for your help!

Please use our email address info.tncert@tuev-nord.de for the return. In case you have any questions, please do not hesitate to contact us.