

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?

- |   |   |
|---|---|
| <input type="radio"/> Personal approach by TÜV NORD | <input type="radio"/> Yellow pages / Telephone book |
| <input type="radio"/> Recommendation                | <input type="radio"/> Internet                      |
| <input type="radio"/> Advertising                   | <input type="radio"/> Specialist journal / article  |
| <input type="radio"/> Trade fair / Exhibition       | <input type="radio"/> Other (where?) _____          |

	yes	no
1.6 Is certification relevant for gaining new customers?	<input type="radio"/>	<input type="radio"/>

**2. Performance of the audit / of the inspection**

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

- |   | 1                     | 2                     | 3                     | 4                     |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| 2.1 How satisfied were you with the preparation and planning?   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2.2 How easy was it for you to reach us?  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2.3 How satisfied were you with the timekeeping / adherence to deadlines of our staff ?               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2.4 How satisfied were you with our offer (reaction time, ease of understanding, completeness, etc.)? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2.5 How satisfied were you with the organisational aspects?   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2.6 If a closing meeting took place, were you satisfied?  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> <u>No</u> closing meeting took place.   |                       |                       |                       |                       |

**3. Technical competence and personal behaviour of our staff**

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

- |   | 1                     | 2                     | 3                     | 4                     |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| 3.1 How satisfied were you with the technical competence of our staff?                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3.2 How satisfied were you with the time schedule and dates given for the work?       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3.3 Were you satisfied with the personal behaviour and approach of our staff?         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3.4 Were you satisfied with the friendliness and helpfulness of our customer service? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**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.

- |   | yes                   | no                    |
|---|-----------------------|-----------------------|
| 4.1 Were you satisfied with the report?   | <input type="radio"/> | <input type="radio"/> |
| 4.2 Was the action plan easy to understand?   | <input type="radio"/> | <input type="radio"/> |
| 4.3 Is the description of potentials for improvement /corrective actions detailed enough? | <input type="radio"/> | <input type="radio"/> |

**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? 1    2    3    4  
 1     2     3     4
- 5.2 Do you make use of the TÜV NORD mark or are you planning to make use of it? Yes    No  
 Yes     No
- 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)

- |   | 1                     | 2                     | 3                     | 4                     |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| Quality   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Price / performance ratio   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Exchange / flow of information  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Information material  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Service   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Flexibility   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6.2 How satisfied are you overall (expressed as a single mark) with the certification services of TÜV NORD? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6.3 How likely is it that you will recommend TÜV NORD to others?  
 (0= very unlikely; 10= very likely)

- 0    1    2    3    4    5    6    7    8    9    10

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

- Yes    No

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

- |  | 1                     | 2                     | 3                     | 4                     |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
|  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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

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**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                       1<sup>st</sup> management level     2<sup>nd</sup> 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@tuev-nord.de.