



CUSTOMER SATISFACTION SURVEY

Date:...../...../.....

| | | | | | |
|-----------------------------|---|-------------------|-------------|---|-------------|
| Name Surname | : | | Title | : | |
| Area of Expertise | : | | Institution | : | |
| Province | : | | | : | |
| Mobile | : | | Telephone | : | |
| Birth Date (Day/Month/Year) | : |/...../..... | e-mail | : |@..... |

(Completion of personal information is not mandatory.)

Evaluation

5: Absolutely agree 2: Disagree
 4: Agree 1: Absolutely disagree
 3: Neither agree nor disagree

Kindly mark "X" towards every question in accordance with level of importance.

| SORULAR | | DEĞERLENDİRME | | | | | FIKRİM YOK |
|-----------------------------------|--|---------------|---|---|---|---|------------|
| | | 1 | 2 | 3 | 4 | 5 | |
| About Institution | | | | | | | |
| 1 | Happy to work with your institution | | | | | | |
| 2 | I prefer your institution compared to others providing similar services | | | | | | |
| 3 | Representatives of your institution are accessible. | | | | | | |
| Service Quality | | | | | | | |
| 1 | Your services are of quality and credibility. | | | | | | |
| 2 | Service variety is at adequate level. | | | | | | |
| 3 | Your services add value to our company's activities. | | | | | | |
| 4 | Importance of service realisation at planned interval is maintained. | | | | | | |
| 5 | Your certificates arrive on time. | | | | | | |
| 6 | Certificates arrive in requested format. | | | | | | |
| 7 | Invoices are delivered in requested manner. | | | | | | |
| 8 | Invoices are delivered on time. | | | | | | |
| Sales Marketing Activities | | | | | | | |
| 1 | Feedback period is at satisfactory level. | | | | | | |
| 2 | Provided information regarding services are at adequate level. | | | | | | |
| 3 | Your certification offer is received in timely manne | | | | | | |
| 4 | Content of offer fulfills my requirements. | | | | | | |
| 5 | I am satisfied with attitudes of marketing department representatives. | | | | | | |
| 6 | I receive the satisfactory answers related with customer complaints on time. | | | | | | |
| 7 | Activities and specifications related with your services are adequate. | | | | | | |
| 8 | Representative materials are educable and suggestive. | | | | | | |
| 9 | Marketing department's visit frequency is at adequate level. | | | | | | |
| 10 | Offer and agreement are delivered in requested manner. | | | | | | |
| ABOUT AUDITOR | | | | | | | |
| 1 | Auditors are well prepared. | | | | | | |
| 2 | Attitudes of auditor are found to be adequate. | | | | | | |
| 3 | Auditors use of their time effectively. | | | | | | |
| 4 | Auditors are competent related with assigned tasks. | | | | | | |
| 5 | Auditors work in a consistent manner within themselves. | | | | | | |
| 6 | Communication skills of auditors are appropriate. | | | | | | |
| 7 | Attitudes and politeness of auditors are appropriate. | | | | | | |
| 8 | Audit reports are delivered on time. | | | | | | |
| Recommendations if any; | | | | | | | |
| | | | | | | | |