



IECEE-CMC/652/INF

2006-05-09

Buenos Aires Item 13

Secretariat, Geneva

**IEC SYSTEM FOR CONFORMITY TESTING AND
CERTIFICATION OF ELECTRICAL EQUIPMENT - IECEE**

SUBJECT

CUSTOMER SATISFACTION SURVEY

BACKGROUND

As per the IEC Master Plan and CAB resolution IECEE has developed a customer satisfaction survey.

ACTION

The CMC to decide whether this survey should be an Operational Document.



**Please note that this document will be considered at the 2006
Certification Management Committee Meeting**

Please insert the NCB's logo

CUSTOMER SATISFACTION SURVEY

NAME & ADDRESS OF THE NCB

2006-02-01



<p>Please note: This shadow field shall be replaced by the name of your NCB.</p>	
<p>1. Considering all factors (Technical Knowledge, Service Quality, Speed and Responsiveness, and Price): <i>How satisfied are you with 's overall performance?</i></p>	<input type="checkbox"/> Very Satisfied
	<input type="checkbox"/> Somewhat Satisfied
	<input type="checkbox"/> Average
	<input type="checkbox"/> Somewhat Dissatisfied
	<input type="checkbox"/> Very Dissatisfied
<p>2. Compared to one year earlier, overall performance today is... 's</p>	<input type="checkbox"/> Much Better
	<input type="checkbox"/> Somewhat Better
	<input type="checkbox"/> About the same
	<input type="checkbox"/> Somewhat Worse
	<input type="checkbox"/> Much Worse
<p>3. How would you describe the value of the service for the price paid?</p>	<input type="checkbox"/> Excellent
	<input type="checkbox"/> Very Good
	<input type="checkbox"/> Average
	<input type="checkbox"/> Marginal
	<input type="checkbox"/> Poor
<p>4. How would you rate our performance in terms of meeting your business needs?</p>	<input type="checkbox"/> Excellent
	<input type="checkbox"/> Very Good
	<input type="checkbox"/> Average
	<input type="checkbox"/> Marginal
<p>5. What is the likelihood that you will continue to do business with ?</p>	<input type="checkbox"/> Excellent
	<input type="checkbox"/> Very Good
	<input type="checkbox"/> Average
	<input type="checkbox"/> Marginal
<p>6. What is the likelihood that you will recommend to a business associate/partner?</p>	<input type="checkbox"/> Definitely
	<input type="checkbox"/> Probably
	<input type="checkbox"/> Probably Not
	<input type="checkbox"/> Definitely Not
<p>Why or Why Not?</p>	
<p> </p>	
<p>Why or Why Not?</p>	
<p> </p>	



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1. Please rate your satisfaction with our performance on the service provided to you. 2. Next, rate the overall importance of each item to you as a customer.	1. SATISFACTION						2. IMPORTANCE			
	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied	Not Applicable	Very Important	Important	Not very Important	Unimportant
SERVICE QUALITY										
A. Clear explanation of <input type="checkbox"/> s processes and requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Frequency of communication from <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Thoroughness of information communicated. <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Helpfulness in resolving problems/issues to meet your business needs. <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Accuracy of documentation (i.e., final reports, variation notices, action requests, etc.). <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Professionalism of <input type="checkbox"/> s staff. <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPEED and RESPONSIVENESS										
G. Timely response to your initial inquiry. <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. Timely response to your request for quotation. <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I. Timely response to voice mail, e-mails, faxes, or letters. <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J. Project/assessment schedule met your business needs. <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K. Met agreed upon completion date. <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L. Overall turnaround time of service. <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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TECHNICAL KNOWLEDGE										
M. Technical expertise of the key staff on your project/ assessment / inspection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N. Staff's understanding of your business needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O. Consistency in the interpretations of the standards/ requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P. Provide answers to your questions clearly & concisely.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional questions for Field Services customers only

FS-1. Thoroughness of Inspections.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FS-2. Consistency of Inspections (<i>i.e., from visit to visit, from inspector to inspector</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FS-3. Timely resolution of Variation Notice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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7. Overall does the CB scheme meet your current certification needs?

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8. Do you primarily use the CB scheme to

8.1 <input type="checkbox"/>	Provide type test certification
8.2 <input type="checkbox"/>	Access the marks of the issuing body (NCB)
8.3 <input type="checkbox"/>	Access the marks of other members NCB
8.4 <input type="checkbox"/>	Satisfy regulatory markets
8.5 <input type="checkbox"/>	Access the markets through buyers & retailers
8.6 <input type="checkbox"/>	To further upgrade into a one-stop full certification scheme
8.7 <input type="checkbox"/>	Other.....

9. If the CB Scheme is to be developed then which of the above certification services are of most interest to you? (please expand)

8.1 <input type="checkbox"/>	
8.2 <input type="checkbox"/>	
8.3 <input type="checkbox"/>	
8.4 <input type="checkbox"/>	
8.5 <input type="checkbox"/>	
8.6 <input type="checkbox"/>	
8.7 <input type="checkbox"/>	



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10. Is there anything we can do to best improve our service to you?

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