

CUSTOMER FEEDBACK FORM



Please tick ✓ the appropriate circle.

1. Please rank our current services according to your satisfaction level.

	<i>Not Satisfactory</i>	<i>Somewhat Satisfactory</i>	<i>Satisfactory</i>	<i>Very Satisfactory</i>	<i>Not applicable</i>
Format of test/ calibration report - clarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Returning call of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eagerness to help client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication skills of officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procedure of invoicing - payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timely delivery of test report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Certification Audit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Kindly state the reasons for your organization to use the services at MSB.

- Mandatory and controlled by regulators
- For in-house quality control and improvement
- Quality control upon request from clients
- To test new products before launching on market
- Other::.....

3. Rank your agreement with the following statements:

	<i>Strongly disagree</i>				<i>Strongly agree</i>
	1	2	3	4	5
MSB is very collaborative and always eager to help my company.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The test/ calibration report form MSB is very reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The testing or other fees charged by MSB are very competitive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thanks to MSB, I save money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Do you have any unmet need that you want MSB to address?

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- | | <i>Definitely</i> | <i>Probably</i> | <i>Probably
not</i> | <i>Definitely
not</i> | <i>Don't
know</i> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------------|--------------------------|---------------------------|-----------------------|
| 5. Will you recommend the services of MSB to others | 1 | 2 | 3 | 4 | 5 |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Are you aware that MSB has a new Training Section offering courses on quality related subjects? | | | | | |
| | Yes <input type="radio"/> | | No <input type="radio"/> | | |
| 6a Are you aware of the Mauricert Scheme/ Product Mark ? | | | | | |
| | Yes <input type="radio"/> | | No <input type="radio"/> | | |
| 6b Are you aware that MSB has a resource centre catering for reference materials on standards and standards related publications ? | | | | | |
| | Yes <input type="radio"/> | | No <input type="radio"/> | | |
| 7. Do you know that the website http://msb.intnet.mu contains resourceful information on the services of MSB? ? How can MSB improve its website further? | | | | | |

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8. Kindly define the activities of your company in one line.

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Thank you for replying to the questionnaire.

N Boojnan
 Ag Marketing Officer
 Mauritius Standards Bureau
 Villa Road, Moka

OPTIONAL					
Name					
Company					
Address					
Tel:		Fax:		Email	

