



Customer Satisfaction Survey Form

Organization Name:

Applied ISO Standard:

Criteria		Description	Rating	Comments
Enquiry / Response	1	Conversation		
	2	Correctness of information		
	3	Response to mail / Query		
	4	Quotation response		
Audit Process	1	Timely receipt of Audit plan /Schedule		
	2	Timely receipt of Audit Team Information		
	3	Punctuality of Audit Team reaching site on time		
	4	Quality of Audit conduct		
	5	Professional conduct of Auditors		
	6	Timely of Provision of Assessment reports		
	7	Correctness of Audit reports		
Post audit Process	1	Timely delivery of Certificate		
	2	Correctness of certificate		
Cost	1	Price Competitiveness		
	2	Correctness of invoice, Taxesetc.,		
Appeal /Complaint Handling	1	Acknowledgement on yourcomplaints		
	2	Timely redress of complaints		
	1	Over all Response to queriesat all stages ofcertification process		
	2	Overall Quality of serviceat all stagesofcertification process		

Assessed by (Name):

Designation:

Rating: 1 - Not Satisfied, 2 - Satisfied, 3 - Good, 4 - Excellent

Please revert to us:

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