



OSS CERTIFICATION SERVICES P. LTD.

CUSTOMER SATISFACTION SURVEY FORM

CUSTOMER NAME :		REVIEW PERIOD:		
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, Taxes etc.,		
APPEAL / COMPLAINT HANDLING	1	Acknowledgement on your complaints		
	2	Timely redress of complaints		
OVER ALL PERFORMANCE	1	Over all Response to queries at all stages of certification process		
	2	Over all Quality of service at all stages of certification process		
Assessed by (Name) :		Designation:	Signature/Date	
Rating :				
1 - Not Satisfied		2 - Satisfied ,		3 - Good
				4 - Excellent