	Customer satisfaction assessment	
	CERTIFICATION OF WELDING AND TESTING, s.r.o	Mark FO 01
	Dlhá 88D, 010 09 Žilina	Version 1
	IČO 51 673 169	Valid from 26.7.2018

Customer satisfaction assessment

Dear Applicant / Certified Person,

as we strive to increase the quality of our services, we would like to ask you to fill out the following brief questionnaire, according to which we would like to evaluate our work in the certification process, thus creating a space for the quality improvement of the services provided by our company.

1. How do you evaluate the certification authority's approach?
 - very satisfied
 - satisfied
 - dissatisfied
 - very dissatisfied


2. How satisfied are you with the information provided about the certification process?
 - very satisfied
 - satisfied
 - dissatisfied
 - very dissatisfied

3. How satisfied are you with the examination procedure?
 - very satisfied
 - satisfied
 - dissatisfied
 - very dissatisfied

4. What are the prices for the services provided?
 - acceptable
 - not very acceptable
 - very expensive

5. How does the company make an impression to you in terms of professionalism??
 - very professional
 - professional
 - not very professional
 - not at all as a professional

6. Would you recommend our company to other applicants??
 - definitely yes
 - probably yes
 - I do not know
 - probably not
 - definitely no

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7. Place for your suggestions and comments:

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Date: