



SF40 CUSTOMER SATISFACTION SURVEY FORM

Column 1: Please rate Bureau Veritas Certification's **PERFORMANCE** on the following services provided to date.

5 = Excellent, 4 = Good, 3 = Fair, 2 = Poor, 1 = Unacceptable

Column 2: Please rate each category on **IMPORTANCE** to your company.

5 = Critical, 4 = Important, 3 = Average, 2 = Not Very Important, 1 = Irrelevant

Since your initial contact with Bureau Veritas Certification, How responsive have we been:	Performance	Importance
a. Answering your phone calls to our office?		
b. Presenting you with information about Bureau Veritas Certification?		
c. Providing you with a quote in a timely manner?		
d. Providing you with a clear quote?		
e. Following up to your inquiries about Bureau Veritas Certification?		

In preparing for your Registration Audit, Please tell us:	Performance	Importance
a. Did we review your Manual in a timely manner?		
b. Did the content of the review report for your Manual meet your expectations?		
c. Was the communication with our Audit team adequate?		
d. Was the final Audit schedule acceptable?		
e. How clear was the forthcoming Audit Process?		

Your Audit has now taken place; Please tell us:	Performance	Importance
a. Were our auditors professional and courteous?		
b. Did our auditors' style and methods of assessing meet your expectations?		
c. Were the reports and feedback presented to you by our auditors adequate?		
d. Please rate our Auditors skills?		

Tell us about Your Invoice for Registration fees and expenses:	Performance	Importance
a. Did we present your invoice in a timely manner?		
b. Was your invoice clear and correct?		
c. Was your invoice sent to the right address and person?		

Did your Certification meet expectations with regards to:	Performance	Importance
a. Delivery of your Certificate(s) in a timely manner?		
b. Usefulness of your certificate and logos for promotional purposes?		
c. Quality and correctness of the Certificate?		
d. The Overall value of the service Bureau Veritas Certification has provided?		

(Bureau Veritas Certification office use only)		Bureau Veritas Certification Issuing Office:
Date Received: _____	No. _____	Bureau Veritas Certification Client:
SF 26 Raised?	<input type="checkbox"/> Y <input type="checkbox"/> N	Client Contact
Signature		