

Customer Feedback Form

ABAC Certification thank you for choosing us as your partner for your Management System Certification needs and the opportunity to assess your management system for compliance with your preferred standard(s). Your feedback is very important for us for identifying areas where we can improve our certification process. ABAC Certification would appreciate it if you could provide your feedback on the following elements of the management system certification process.

Organisation:							
Audit Type:	Stage 1	Stage 2	Surveillance			Recertification	
Section	Description	SA	A	N	D	SD	Key
		5	4	3	2	1	
Audit Preparation	1. The audit plan was sent in sufficient time to allow you to plan effectively						SA (5) Strongly Agree
	2. The audit team was well prepared for the audit						A (4) Agree
Punctuality	3. The audit was carried out as per the audit schedule						N (3) Neutral
Audit	4. The opening and closing meetings carried out to agenda and professionally						D (2) Disagree
	5. The questions asked by the audit team were relevant and understood						SD (1) Strongly Disagree
	6. The audit team provided satisfactory explanations for your questions.						
	7. The audit team were fair and impartial						
Ethics	8. The audit team focussed their attention on the audit						
	9. The audit team made no unreasonable demands						
Effectiveness	10. Issues found during the audit were helpful and valuable for improving your management system						
Other	11. Would you be comfortable with this audit team assessing your management system during the next audit?						

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CRI-MSF-036, Rev.1.0, Date 04-10-2018



Where can we improve?

Completed by: _____ Date: _____

Signature: _____ Position: _____

E-Mail Address: _____ Tel: _____

Office Use Only

Grading	Excellent (>90%) Good (75% - 89%) Average (60% - 74%) Unsatisfactory (<60%)
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Feedback received by: _____

Date received: _____

Submitted to ABAC Program Manager: Yes / No

Date submitted: _____

Action taken or required: Yes / No

Report Number: _____