



TCS INTERNATIONAL CERTIFICATION

CUSTOMER SATISFACTION SURVEY FORM

History	
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Our valued customer,
 This survey has been conducted to improve the services we provide. Providing your contact information is optional.
 Where specified, this information will remain confidential and will not be used for any other purpose. Thank you for your participation.

CONTACT INFORMATION	
Name/Surname of the Person Filling Out the Form	
Organization Name	
Phone / Email	

TYPE OF SERVICE YOU RECEIVED			
ISO 17021	ISO 17020	ISO 17065	ISO 17024
OSystem Certification Service	Periodic Inspection Service	OCE – Product Certification Service	Personnel Certification Service
OCE – Product Certification Service (PED – Module H)	That Inspection Service	OEN ISO 3834 Service	O MYK – Authorization Certificate
	Fixed Connection Procedures	OEN ISO 15085 Service	Certification of welders
	Product Qualification Service (PQR)		
	OCE – Product Certification Service (PED – Module A2, PSVD) Module A)		

SATISFACTION LEVEL	
1. Ease of Application Process 2.	Good Average Weak I have no opinion
Easy Access to Relevant Individuals	Good Average Weak I have no opinion
3. The Respect and Courtesy Shown to You	Good Average Weak I have no opinion
4. Information Regarding Services Provided 5. Service	Good Average Weak I have no opinion
Completion Time 6. Sharing of	Good Average Weak I have no opinion
Professional Knowledge and Skills by Technical Personnel 7.	Good Average Weak I have no opinion
Providing Timely and Appropriate Solutions to Your Problems 8.	Good Average Weak I have no opinion
Adherence to Principles of Impartiality and Confidentiality	Good Average Weak I have no opinion
9. Ensuring the Accreditation Scope Meets Your Expectations	Good Average Weak I have no opinion
10. Overall, your satisfaction with TCS is:	Good Average Weak I have no opinion

Good: 10 points, Average: 5 points, Weak: 0 points

If you have any other points or suggestions you'd like to mention, please write them down.

Please send your survey to info@tcscert.com with the subject line "SURVEY".

To be completed by the TCS Certification Management Representative.

TOTAL SCORE	
PROCESSED	
COMPLAINT NO.	

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