



CUSTOMER FEEDBACK ON AUDITING

(Company No. 410334-X)

Dear Client,

The purpose of this feedback is to seek your opinions on the quality of auditing/inspection services provided to your company. This information will help SIRIM QAS International Sdn. Bhd. to further improve our auditing/inspection services.

Name:	Company:	Address:
Telephone:	Auditor(s) name:	Audit date:

Audit involved:

ISO 9001	<input type="checkbox"/>	MS 1900	<input type="checkbox"/>	OHSAS 18001	<input type="checkbox"/>	HACCP	<input type="checkbox"/>	ISO/TS 16949	<input type="checkbox"/>	ISO/IEC 27001	<input type="checkbox"/>
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MS 1722	<input type="checkbox"/>	ISO 22000	<input type="checkbox"/>	ISO 13485	<input type="checkbox"/>	ISO 14001	<input type="checkbox"/>	SA 8000	<input type="checkbox"/>	ISO/IEC 20000	<input type="checkbox"/>
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GMP	<input type="checkbox"/>
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Clean Development Mechanism (CDM)	<input type="checkbox"/>	RSPO Scheme	<input type="checkbox"/>
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Eco-Labeling Certification	<input type="checkbox"/>	Forest Management Certification/Chain of Custody	<input type="checkbox"/>
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We thank you for your feedback and comments.

Managing Director
SIRIM QAS International Sdn. Bhd.
1, Persiaran Dato' Menteri
P.O. Box 7035, Section 2
40911 Shah Alam
Selangor Darul Ehsan

If you have any enquiries or require further assistance, please do not hesitate to contact:
Pn. Fauziah Ahmad (03-55446805) / Puan Azizah Ali (03-55446842)
Fax: 03-55445655
SQAS/CF/CIS

Satisfaction Level				
1 Very Dissatisfied	2 Dissatisfied	3 Moderate	4 Satisfied	5 Very Satisfied

Importance Level		
1 Not Important	2 Important	3 Not Important

Please mark (x) level of satisfaction and level of importance for each of the attributes below.

	Satisfaction					Importance		
	1	2	3	4	5	1	2	3
1. The audit team was on time. <i>(Pasukan audit tiba pada masa yang dijadualkan)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. During the Opening meeting, the audit team explained the objectives, Audit program and attended to your questions and concerns. <i>(Semasa mesyuarat pembukaan, pasukan audit telah menjelaskan objektif, program audit dan menjawab segala pertanyaan tuan/puan).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The audit team demonstrated technical proficiency in the area audited. <i>(Pasukan audit memperlihatkan kecekapan teknikal dalam mengendalikan audit).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The audit team demonstrated courtesy, professionalism, and a constructive and positive approach. <i>(Pasukan audit menunjukkan kesopanan, profesionalisma dan . pendekatan yang positif dan membina).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. You or your key staff members were adequately informed of the audit status, major issues, and the recommendation at the end of audit. <i>(Tuan/puan atau kakitangan tuan/puan telah dimaklumkan secukupnya mengenai status audit, isu-isu penting, dan pengesyoran diakhir audit)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. You had the opportunity to provide explanations or responses to audit findings as they were raised during the audit process. <i>(Tuan/puan telah diberi peluang untuk menjelaskan atau bertindak balas pada laporan audit yang telah dibangkitkan ketika proses audit).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. During the Closing meeting, all findings were adequately discussed. <i>(Semasa mesyuarat penutupan, semua penemuan audit telah dibincangkan).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The final report was clear, accurate and meeting the requirements. <i>(Laporan akhir yang disediakan adalah jelas dan tepat).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The audit recommendations were constructive and relevant. <i>(Pengesyoran didalam audit adalah membina dan berkaitan).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Issuance of labels <i>(If applicable)</i>								
• Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comment: _____
(Sila komen, jika ada)

To your opinion, what are other the services that we can offer?

How did you come to know about our certification services? *(Applicable only for newly certified companies)*

Signature of Respondent: _____ Date: _____
Name : _____ Designation : _____

For internal use : -												
Section :	M&A	<input type="checkbox"/>	FAF	<input type="checkbox"/>	C&M	<input type="checkbox"/>	C&C	<input type="checkbox"/>	E&E	<input type="checkbox"/>	SVC	<input type="checkbox"/>
This feedback is categorized as : -	Compliment	Suggestion	Complaint	Action need to be taken :				Yes	No			