



SANAS Assessment of Service Quality

SANAS wishes to obtain **customers' experiences of the quality of service they received from SANAS during their last assessment process.**

As our valued client, your information will assist us at improving our customer service during the assessment process.

The information will be treated **confidentially**. Please take a few minutes of your time to answer a few questions. On completion of the questionnaire please fax the completed questionnaire to (012) 394 4793. If you have any questions with regard to this survey, please feel free to contact **Yolanda Vinnicombe** at (012) 394 3793 or email to yolandav@sanas.co.za

Section A – Your details

Please complete the details below. This will ensure that the correct accreditation division within SANAS receives your feedback

Respondents Name			
Designation			
Company name			
Email address			
Telephone	Code	Number	
Date of Assessment		Accreditation No.	
Lead Assessor			
Technical Assessor/s			
Accreditation division (Please mark the appropriate division where you are accredited)			
<input type="checkbox"/>	Calibration Laboratory	<input type="checkbox"/>	Legal Metrology
<input type="checkbox"/>	Medical Laboratory	<input type="checkbox"/>	Inspection Body
<input type="checkbox"/>	Testing Laboratory	<input type="checkbox"/>	Certification Body
<input type="checkbox"/>	Blood Transfusion / GCP/ GLP/ Pharmaceutical / Veterinary/ Forensic Laboratory	<input type="checkbox"/>	BBBEE
<input type="checkbox"/>	Proficiency Testing	<input type="checkbox"/>	Certified Reference Materials

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Section B – Overall Evaluation

This section of the questionnaire deals with your **overall evaluation of SANAS and your last assessment**.

Please use a 0 to 10 scale to do the evaluation. You should indicate a **10** if you evaluate the aspect as **excellent** and **0** if you evaluate the aspect as **very poor**. You may also indicate any appropriate number in between. Remember that there are no right or wrong answers. We are interested in understanding your overall evaluation of the various aspects.

1	How would you rate ...	Very Poor ←————→ Excellent										
1.1	The overall level of satisfaction with SANAS in general	0	1	2	3	4	5	6	7	8	9	10
1.2	The overall level of satisfaction with the SANAS assessment process	0	1	2	3	4	5	6	7	8	9	10
1.3	The overall quality of service you received from the SANAS administrative process	0	1	2	3	4	5	6	7	8	9	10
1.4	The overall quality of your relationship with SANAS (i.e. the relationship between SANAS and your facility) in general	0	1	2	3	4	5	6	7	8	9	10
1.5	The overall satisfaction with the level of technical assessment	0	1	2	3	4	5	6	7	8	9	10

Section C – Service Quality

This section deals with your perceptions of the **quality of service** provided by SANAS for your last assessment.

Please use a -5 to +5 scale to evaluate the **quality of service** you received from SANAS. You should indicate a **+5** if you **experienced a much better than expected** service quality, or a **-5** if you **experienced a much worse than expected** service quality. You may also indicate any appropriate number in between. Remember that there are no right or wrong answers. We are interested in understanding your perceptions of the quality of service that your accredited facility received from SANAS during you last assessment.

How would you rate the quality of service delivered by SANAS during your last assessment on each of the following statements?		Much worse than expected ←————→ Much better than expected										
Administrative arrangements of assessment												
2.1	Timeous communication from the SANAS office to arrange the assessment date	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.2	Flexibility with regard to the accredited facility’s needs when arranging an assessment date	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.3	Timeous communication from the lead assessor to arrange the details of the assessment	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.4	Detailed communication from the lead assessor with regard to the scheduled assessment	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.5	Clear and understandable communication from the lead assessor with regard to the	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5

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scheduled assessment												
Assessment												
2.6	Keeping to scheduled timing for the assessment	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.7	Setting of objectives and parameters of assessment during the opening meeting	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.8	Scope and depth of assessment as a fair reflection of the accredited facility	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.9	Technical competence of technical assessor handling the assessment	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.10	Objective, unbiased and open-minded approached of lead assessor during the assessment	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.11	Objective, unbiased and open-minded approached of technical assessor during the assessment	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.12	Ethical handling of assessment by lead assessor	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.13	Professional approach of the assessment team	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.14	Ability of assessment team to understand complexities of your facility	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.15	Management of the assessment process by the team assessor	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
How would you rate the quality of service delivered by SANAS during your last assessment on each of the following statements?		<div style="display: flex; justify-content: space-between; align-items: center;"> Much worse than expected Much better than expected </div>										
Closing meeting and reporting												
2.16	Systematic and orderly feedback	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.17	Conclusions based on adequate factual evidence	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.18	Verbal report clear and concise	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5
2.19	Clear and unambiguous recording of non-conformance on written report	-5	-4	-3	-2	-1	0	+1	+2	+3	+4	+5

Section D – Service Recovery

3.1 Have you experienced any service related problems during your last SANAS assessment? Yes No

3.2 If YES, please give a short description of the service related problem you are referring to:

3.3 Was this problem reported to SANAS? Yes No



3.4 If YES, please indicate which of the following methods you used to report the problem to SANAS.

Letter	1
Fax	2
Email	3
Telephone	4
In person	5

Section E – General

4.1 In your opinion, in which areas did SANAS **excel** in during the assessment process?

4.2 In your opinion, in which areas should SANAS focus on in their effort to improve their assessment process?

4.3 Any additional comments?

Thank you for your kind co-operation