

Customer Satisfaction Survey



TÜV AUSTRIA TURK – General

Company Name			
On behalf of the Company; Revision by		Name - Surname	Signature
Date		Date of Service	
Project Number / Job Number			

1. Evaluating TÜV AUSTRIA TURK's Services	Satisfaction Rating				
	Very bad 1	Weak 2	Intermediate 3	Good 4	Very good 5
Do you think the quality of the services provided by TÜV AUSTRIA TURK is adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were the deadlines given for Proposal Assessment Period complied with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the service performed within the agreed time frame?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can you easily reach the TÜV AUSTRIA TURK staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At the end of the service, were reports, certificates etc. delivered in full and without delay?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you think that documents (Catalogue, certificate, report etc.) prepared by TÜV AUSTRIA TURK are sufficient?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How do you evaluate the payment terms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What's your overall satisfaction with working with TÜV AUSTRIA TURK?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Considering your relationship with TÜV AUSTRIA TURK, to what extent would you recommend working with TÜV AUSTRIA TURK?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To what extent do you think you did a good job by working with TÜV AUSTRIA TURK, compared to working with other companies in the same field?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What is the level of your tendency to continue working with TÜV AUSTRIA TURK hereafter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Personnel Assessment	Degree of Satisfaction				
	Very bad 1	Weak 2	Intermediate 3	Good 4	Very good 5
What do you think about the competence of TÜV AUSTRIA TURK staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What is your degree of overall satisfaction for the TÜV AUSTRIA TURK staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you assess informing level of the company about developments, innovations,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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changes?					
Did TÜV AUSTRIA TURK staff, complying with your company rules, use the necessary Personal Protective Equipment during measurement / testing / inspection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How did you find the attitude, behaviour and communication of TÜV AUSTRIA TURK staff during the service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Conflict of Interest	Assessment				
Questions	0		5		
Did the staff get out of service plan?	<input type="checkbox"/> Yes		<input type="checkbox"/> No		
Did TÜV AUSTRIA TURK staff exhibited attitudes and behaviours that are contrary to business ethic (impartiality, confidentiality, ...)?	<input type="checkbox"/> Yes		<input type="checkbox"/> No		
Did TÜV AUSTRIA TURK staff deviate from purpose of service and get into other issues (such as political, religious, private issues)?	<input type="checkbox"/> Yes		<input type="checkbox"/> No		
Do you think the service provided by TÜV AUSTRIA TURK contributed to your system?	<input type="checkbox"/> No		<input type="checkbox"/> Yes		

TUV AUSTRIA TURK Sourced Complaints	
Please detail your complaint	
Please detail your complaint regarding decisions taken by TÜV AUSTRIA TURK	
Please share your overall opinions and specify fields you recommend us to improve	

Thank you on behalf of TÜV AUSTRIA TURK for filling out the form. You may send the form after you fill it out by courier or scan and e-mail it to ifturkey@tuv.at.

This form can be filled out by you as well as being filled out by TÜV AUSTRIA TURK staff upon talking to you by phone and e-mail.

Please try to fill out the form completely.

TUV AUSTRIA TURK staff who filled out the form			
	Date		Signature
Assessment	Part 1:	Part 2:	Part 3:
Total Score			
Assessment			