



TANZANIA BUREAU OF STANDARDS
PRODUCT CERTIFICATION CUSTOMER FEEDBACK FORM

Header section containing the TBS logo, the title 'PRODUCT CERTIFICATION CUSTOMER FEEDBACK FORM', and the commitment statement 'WE ARE COMMITTED TO MEET EVEN EXCEED YOUR EXPECTATIONS'.

SECTION A

How was your visit to the product certification office? (Please tick)
Excellent [] Good [] Average [] Poor []

SECTION B

In your general product certification office experience;

• What impressed you? []

• What needs to be improved? []

SECTION C

Which of our service points impressed/disappointed you the most? (Please tick)

Table with 2 columns: Service Point, Impressed, Disappointed. Rows include Reception, Product certification services, Timely feedback, Lab services, and Hospitality.

SECTION D

What can we do better?

Empty text box for providing feedback on how to improve.

SECTION E

Date

Name (Optional)

Telephone No (Optional)

E-Mail

(Optional)

Company name

(Optional)