



## TANZANIA BUREAU OF STANDARDS

### CUSTOMER FEEDBACK FORM – MANAGEMENT SYSTEM CERTIFICATION SERVICE

This form (MSC/SOP/08/F2) is to be filled by the customer to give feedback from service received from TBS Management System Certification, which requires attention in an effort to continuously improve on services.

1. In your opinion, how is the overall satisfaction on service received?

Excellent 😊      Very Good 😊      Good 😊      Satisfactory 😐      Poor 😞

2. How is the accuracy and completeness of entire technical Information given?

Excellent 😊      Very Good 😊      Good 😊      Satisfactory 😐      Poor 😞

3. How is the certification process timelines?

Excellent 😊      Very Good 😊      Good 😊      Satisfactory 😐      Poor 😞

4. How is the professionalism of audit team?

Excellent 😊      Very Good 😊      Good 😊      Satisfactory 😐      Poor 😞

5. Overall comments and feedback in your own opinion for improvement of the service

Name:

Address:

Mobile Number:

Email

Signature: