



Customer Feedback Form



GRS Certification Customer Satisfaction Survey:

Your feedback will help us improve our services. We always strive to meet and exceed our customer expectations.
Please complete the form below to improve our standards.

Q1: Activities: Were the auditor's punctuality and sincerity up to your expected standards?

Score: 5-exceed expectation; 4-meet expectation; 3 -average; 2- needs improvement; 1- below average

Please feel free to provide us with feedback on areas for improvement:

Q2: Activities: Was the audit fair and constructive, and were ethical assessments stated in the audit?

Score: 5-exceed expectation; 4-meet expectation; 3 -average; 2- needs improvement; 1- below average

Please feel free to provide us with feedback on areas for improvement:

Q3: Activities: Were professional standards and codes of audit followed satisfactorily?

Score: 5-exceed expectation; 4-meet expectation; 3 -average; 2- needs improvement; 1- below average

Please feel free to provide us with feedback on areas for improvement:

Q4: Activities: Were industry best practices (e.g. quality of methodology, use of appropriate resources, robustness, effective reviews etc.) observed in the audit?

Score: 5-exceed expectation; 4-meet expectation; 3 -average; 2- needs improvement; 1- below average

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Q5: Performance Standards: Did GRS carry out the audit as scheduled?

Score: 5-exceed expectation; 4-meet expectation; 3 -average; 2- needs improvement; 1- below average

Please feel free to provide us with feedback on areas for improvement:

Q6: Performance Standards: Were GRS people readily accessible in any needs?

Score 5-exceed expectation; 4-meet expectation; 3 -average; 2- needs improvement; 1- below average

Please feel free to provide us with feedback on areas for improvement:

Q7: Performance Standards: Did you receive your invoice in a correct and timely manner?

Score: 5-exceed expectation; 4-meet expectation; 3 -average; 2- needs improvement; 1- below average

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Q8: Performance Standards: Were the service standards maintained as committed through GRS terms and conditions?

Score: 5-exceed expectation; 4-meet expectation; 3 -average; 2- needs improvement; 1- below average

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Q9: Client Business Benefits: How do you rate your business benefits out of achieving certifications?

Score: 5-exceed expectation; 4-meet expectation; 3 -average; 2- needs improvement; 1- below average

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Q10: Overall Satisfaction: How satisfied are you with the overall service GRS has provided so far?

Score: 5-exceed expectation; 4-meet expectation; 3 -average; 2- needs improvement; 1- below average

Please feel free to provide us with feedback on areas for improvement: