

Customer Satisfaction Survey



TÜV AUSTRIA MARINE

Company Name			
On behalf of the Company; Revision by		Name - Surname	Signature
Date		Date of Service	

Where did you hear about TÜV AUSTRIA MARINE?

Social Media <input type="checkbox"/>	Web Site <input type="checkbox"/>	Sectoral Magazine <input type="checkbox"/>	Social Network <input type="checkbox"/>	Other:
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Your reason for choosing TÜV AUSTRIA MARINE?

Reasonable Price <input type="checkbox"/>	Corporate Identity <input type="checkbox"/>	Comprehensive Report <input type="checkbox"/>	Past Experience <input type="checkbox"/>	Other:
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Questions	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 MARINE is adequate?	<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"/>
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"/>
What do you think about the competence and qualification of TÜV AUSTRIA MARINE staff?	<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 MARINE staff during the service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Assessment	
	0	25
Did TÜV AUSTRIA MARINE staff exhibited attitudes and behaviours that are contrary to Code of Compliance and Ethics rules (impartiality, confidentiality, ...)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Did TÜV AUSTRIA MARINE 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

TUV AUSTRIA MARINE Sourced Complaints

Please detail your complaint	
Please share your overall opinions and specify fields you recommend us to improve	

Customer Satisfaction Survey



TÜV AUSTRIA MARINE

Thank you on behalf of TÜV AUSTRIA MARINE for filling out the form. You may send the form after you fill it out by courier or scan and e-mail it to info@tuvaustriamarine.com

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

Please take care to fill out the form completely.

TUV AUSTRIA MARINE staff who filled out the form				
	Date		Signature	
Total Score				