

How did NCSI perform? Please tell us!

Your Organisation's name:

Your certification number:

Your Auditor:

Date of Audit:

Where did we provide our service to you?

QLD

NSW

SA

VIC

WA

ACT

TAS

Other

Program Audited

Food Safety

Quality

Environmental & Sustainability

DESPA

Health

Forestry & Timber

Other

**Strongly
Agree**

Agree

Disagree

**Strongly
Disagree**

Preparation and planning

1. Written confirmation or an audit program/audit confirmation letter was provided more than two weeks in advance
 2. The audit program/audit confirmation letter was communicated clearly and was appropriate to your business
 3. The auditor/team arrived on time and demonstrated good preparation from the start of the audit
- Comment (optional)

Our performance on site during the audit

4. The auditor (or team) was fair, courteous and professional
 5. Where you had an audit team the audit was coordinated effectively by the team leader
 6. The auditor (or team) showed a good knowledge of the standard(s) assessed and remain within the scope of the audit
 7. The auditor (or team) showed a sound knowledge of your business/industry and effectively identified and prioritised issues
 8. The team spent more than 50% of their time moving around your organisation talking to a range of relevant staff
 9. The team showed an ability to listen and communicate effectively with all levels of your organisation
 10. The team used technology appropriately
- Comment (optional)

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How did NCSI perform? Please tell us!

Strongly Agree **Agree** **Disagree** **Strongly Disagree**

The Reporting Process

11. The audit team provided you with a draft report or final report on the last day of the audit
12. You had senior management participate in the closing meeting
13. At the closing meeting the overall outcome of the audit was presented clearly and succinctly at a management level
14. You had adequate opportunity to comment on findings and felt you were heard
15. You received your final audit report within five days of the last day of the audit
Comment (optional)

Value to your organisation

16. The findings were valuable in helping identify system improvements and achieve your corporate goals
17. The report assisted identify relevant risk areas in your business
18. The report provided value for money
Comment (optional)

Post audit experience

19. NCSI or the auditor followed up and closed out any non conformances raised at the audit in a timely manner
20. NCSI provided a timely clearly understood invoice
21. NCSI provided a timely certificate that met your needs
22. Our total service including administration, planning, auditing, reporting and certificate issue met your expectations
Comment (optional)



Client Satisfaction Survey

How did NCSI perform? Please tell us!

General Information

23. Which of the above service elements are most important to your organisation

24. Which of the above service areas do you think NCSI is best at

25. Which one of the above service elements should NCSI focus its' improvement efforts

26. Do you find NCSI easy to do business with Yes No

27. It is likely that you would recommend NCSI to a colleague Yes No

Please contact me to discuss my feedback Yes No

Name

Phone

