



A-045-Customer Feedback

Customer Name:	Address:
Telephone:	Mobile:
Website:	E-mail:
Customer Representative:	Designation:

Services Taken from AQMCS: ISO 9001, ISO 14001, ISO 22000, HACCP, CE, Halal, Kosher, GMP,
 GAP, Organic Certification, OHSAS 18001, Others

Response	5	4	3	2	1
1. Pleasant Conversation					
2. Timely & Correctness of Information given					
During the Application Process					
1. Correct information sharing and understanding of processes					
2. Answering your queries					
Assessor Allocation, Assessments Delivery & Certification Documents					
1. Assessor allocation Information					
2. Punctuality of Assessors reaching site					
3. Assessments Quality					
4. Assessor Professional Conduct					
5. Timely provision of Assessment Reports					
6. Report Presentation Quality of Assessor					
7. Timely delivery of Certificate					
Handling of your Complaints, if any					
1. Acknowledgement on your complaints					
2. Timely Resolution of your complaints					
Your Suggestions for improvement in our services					

Rating Scale: 5 Excellent, 4 Very Good, 3 Good, 2 Average, 1 below Average

Thank you, for using our services and for taking the time to help us to improve.

Email us at aqmcs@aqmcs.com or visit our website www.aqmcs.com

Address for Post:

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