

B : YOUR PERCEPTION OF OUR AUDITORS

1 In general, how do you feel about:

[Only enter one cross per question]

- 1.1 How the audit was conducted?
 1.2 The relevance and added value of the "areas for improvement"?
 1.3 The content of the audit report?
 1.4 Our contribution to your management system strategy?

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Comments:

Your contribution would help our College develop management system for implementing sustainability strategies.

2 How do you feel that the assessors performed during the process?

Lead Auditor's Name:

TRAN TIEN DUNG

DGECE Auditor number : 6743

Auditor's Name:

NGUYEN PHUOC NGOC ANH

DGECE Auditor number : 7856

- 2.1 Attitude / general behaviour (diplomacy, interpersonal skills, etc)?

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- 2.2 Preparation of the audit?

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- 2.3 Respecting the overall audit plan (time management, keeping to the agenda)?

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- 2.4 Balance between the documentation review and the site visit (e.g. ad hoc interviews, etc)?

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- 2.5 Listening and effective communication?

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- 2.6 Clear methodology in identifying findings and "areas for improvement"?

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- 2.7 Autonomy and decisiveness?

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- 2.8 Ability to adapt to the realities of your organisation (size of the company, terminology, etc.)

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- 2.9 Taking the effectiveness of your management system into account?

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- 2.10 Taking account of the product/customer risk when forming observations?

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- 2.11 Understanding of your organisation's business?

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Comments:

Being good auditors, they performed well during the process and deserved our trust. Thank you for your time

Please e-mail the questionnaire to your usual contact or to the following one "es-qualite@afnor.org", as necessary.

	SERVICE QUESTIONNAIRE		Company: LY TU TRONG COLLEGE OF HO CHI MINH CITY		
	New audit ☒ Renewal ☐	Audit dates [dd/mm/yy] From: 15/10/18 To: 17/10/18	Standard: 9001:2015	Certificate no.: 80888.1 File no.: 3181780	Country: VIETNAM

We would be grateful if you could take a few minutes to complete the following questionnaire, commenting on our level of service. We are committed to quality improvement and take account of all suggestions.

When completing the form, please use the following scoring system:

6	Excellent	5	Highly satisfactory	4	Satisfactory	3	Unsatisfactory	2	Highly unsatisfactory	1	No comment
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[Only enter one cross per question]

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1 What is your overall opinion of our services?

Comments:

Your company provides our college with efficient and excellent services.

A : YOUR PERCEPTION OF OUR SERVICE

2 How satisfied are you in general with the certification or assessment service?

2.1 How satisfied are you with the time it took to receive your quote?

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- 2.2 Length of process:
- 2.3.1 Time between receiving the audit plan and the audit
 - 2.3.2 Time required for the decision
 - 2.3.3 Time between the audit and receiving the report
 - 2.3.4 Time to receive the certificate
 - 2.3.5 Accuracy/layout of the certificate

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2.3 How do you rate the quality/price ratio of our service?

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Comments:

Your service is consistently rated as the best.

2.4 How do you know about our services? (press, mailshot, referral...)

The ASSIST Organization gave our college a referral to AFNOR

3 How satisfied are you with the level of contact with our offices?

3.1 Understanding your questions and responding promptly

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3.2 Professionalism and competence

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3.3 Helpful in providing information

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Comments:

Our college is satisfied with high level of contact with your offices.

4.7 Would you recommend us to your business relationships to be certified or evaluated by AFNOR Certification? Rate this question from 0 to 10 according to your feeling ("0" means "certainly not" and 10 "certainly")

0	1	2	3	4	5	6	7	8	9	10
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