PROCEDURE FOR EVALUATION OF CUSTOMER'S SATISFACTION

ESYD DEIP

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PROCEDURE FOR EVALUATION OF CUSTOMER'S SATISFACTION

1.0 SCOPE

The scope of this procedure is to present the methodology followed, in order ESYD can evaluate the satisfaction of their clients regarding the services provided by ESYD, such that a constant improvement of the quality of ESYD services is achieved.

2.0 CONTACT WITH THE CLIENT

After the integration of the evaluation and the examination of the relevant proposal by ESYD, the **Unit** asks the evaluated organization to complete the form which is attached in the Annex 1 of this document.

The scope of the document is to give an opportunity to client of ESYD to express his opinion:

2.1 Whether the services provided by ESYD correspond to his requirements and his expectations, and specially whether:

- 2.1.1 The communication system with ESYD is satisfactory.
- 2.1.2 In the Regulations and the Accreditation Procedure there are some items which require improvement or can be improved.
- 2.1.3 The behavior of ESYD Unit was satisfactory.
- 2.1.4 The response time to the submitted application was satisfactory,
- 2.1.5 Added value resulted from the evaluation.
- 2.1.6 The accreditation fees deem representative for the services supplied.

2.2 Concerning the accreditation and specially whether:

- 2.2.1 A comprehensive and effective evaluation was performed.
- 2.2.2 The communication with the Lead Assessor had been a good one.
- 2.2.3 The agreed time limits were respected.
- 2.2.4 The consequence and the behavior of each member of the evaluation team was satisfactory.
- 2.2.5 The technical ability of each member of the evaluation team was satisfactory.

2.3 Other related topics

2.4 If the evaluated organization is not willing to complete the form of Annex 1, shall send it back , filling the section 5 of the questionnaire "I am not willing to fill in the form".

3.0 EVALUATION OF THE INFORMATION

The information received from ESYD' clients is in form of indexes (Index of Customer's satisfaction) and after their reception they are further analyzed by the competent services of ESYD, in order to determine the necessary actions so that it follows an improvement of the indexes mentioned above, specifically:

3.1 The Review Council

The Review Council, by applying the Review Procedure of ESYD' s Quality Management System, among its other duties examines the information included according to the paragraphs 1.1 and 1.3 mentioned above.

3.2 The Assessors Committee

The Assessors Committee, by applying the ESYD's Procedure for the Evaluation of the Assessors, among its other duties examines the information included according to the paragraph 1.2 mentioned above.

Annex 1

Document of Evaluation of the Customer's Satisfaction

The Hellenic Accreditation System in its effort to improve the services provided, asks you to complete this document and return it back to ESYD.

1.0 Customer's Data

Name	
Address	
Telephone /Fax/E-mail	
Contact person	
Accreditation Standard	
Period of evaluation	**From to**

2.0 Evaluation of the services provided by ESYD

Please fill in the following Table, by writing X in the suitable position:

s/n	Question	Degree of customer's satisfaction				Reasoning for this answer (complete optionally)
		not satisfactory	medium	good	excellent	
2.1	Communication method with ESYD.					
2.2	Behavior of the personnel of the ESYD' Unit.					
2.3	Response time upon the submitted application.					
2.4	Added value for your organization following the evaluation					
2.5	Amount of the Accreditation fees					

3.0 Evaluation of the accreditation provided

Please fill in the following Table, by writing X in the suitable position

s/n	Question	Degree of customer's satisfaction				Reasoning for this answer (complete optionally)
		not satisfactory	medium	good	excellent	
3.1	Was it performed a comprehensive and effective evaluation?					
3.2	Has it been a good communication with the appointed Lead Assessor?					
3.3	Were the agreed time limits respected?					
3.4	Were the consequence and the behavior of each member of the evaluation team satisfactory?					
3.5	How would you evaluate the technical ability of the following members of the evaluation team?					
	1.					
	2.					
	3.					
	4.					

4.0 Other items

s/n	Subject	Customer's Opinions
4.1	Are there any items in the Regulations or Accreditation Procedures, that require improvement or can be improved?	
4.2		

5.0 I am not willing to fill in the form ☐ **DATE……..SIGNATURE……**