

CUSTOMER SATISFACTION FEEDBACK FORM

For Standards Research and Management Centre (SRMC) SIRIM Berhad
(Please share your views to assist us in improving our overall services)

Please indicate your level of satisfaction to the following quality elements based on the factors given.	<table style="margin: auto; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td> </tr> </table> <p style="text-align: center; margin-top: 5px;">1 – 2 Poor 3 – 5 Average 6 – 8 Good 9 – 10 Excellent</p>											1	2	3	4	5	6	7	8	9	10
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Name (optional): _____ Name of committee: _____

****NOTE. For rating between 1 to 2 (poor), please provide suggestions for improvements.***

PART I. SERVICE DELIVERY

A.	PERFORMANCE OF SECRETARY		
Part 1	1. EXPERTISE OF SECRETARY	Level	*Comments / Suggestions
	• Knowledge in standards development procedures		
	• Communication skills (clear and concise)		
Part 2	2. ORGANISATIONAL EFFICIENCY		
	• Timeliness (meeting preparation/ document distribution)		
	• Information dissemination		
	• Good organization		
	• Ease of contact with secretary (e.g. e-mails, telephone, fax)		
	• Follow-up actions adequately taken		
B.	PHYSICAL FACILITIES		
	• Meeting rooms		
	• Use of audio visual equipment		
	• Proper <i>signages</i> and directions to meeting rooms		
C.	ENVIRONMENT		
	• Cleanliness		
	• Comfort		
D.	CUSTOMER SERVICE (provided by SRMC)		
	• Responsiveness to phone calls		
	• Refreshments		
	• Courtesy level of staff		
<p>Other comments or suggestions to improve our overall services :</p> <p>-----</p> <p>-----</p> <p>-----</p>			

Please see the next page for Part II.

Please return this form duly completed to the SRMC of SIRIM Berhad at CSS_SRMC@sirim.my.

PART II.PARTICIPATION IN STANDARDS DEVELOPMENT ACTIVITIES

a. What is your area of interest in standards development activities?

b. Do you have any suggestion for the improvement of the Malaysian Standards development activities?

c. Do you have any suggestion that could further enhance participation in standards development work?

Thank you.

Please return this form duly completed to the SRMC of SIRIM Berhad at CSS_SRMC@sirim.my.