

## CUSTOMER SATISFACTION SURVEY FORM

### 顧客意見調查表

We hope you are pleased with the service that you received from **Associated Kokusai Service Limited** (hereunder as **AKS**), it is our aim to provide the most helpful and comprehensive audit service. Please take a few minutes to complete this short questionnaire, your valuable comments and ideas on how we can improve our service are always welcomed. All information in this form will be treated as fully confidential and only used for our quality management.

AKS 期望貴 客戶對我們的服務感到滿意，我們的宗旨是為客戶提供最優質及完善之審核服務。請貴 客戶填寫以下意見調查表，我們非常歡迎你的寶貴意見，讓我們的服務質素更進一步。所有資料會絕對保密及只會用於 AKS 的品質管理上。

Name 姓名	
Organization/Company Name 公司名稱	
Auditor(s) 審核員	
Audit Date 審核日期	
Certificate Number 證書號碼	

**Please answer the following questions by rating the level of service you received.**

請以等級評分以下所得之服務質素

		Excellent 非常好	Good 良好	Average 平均	Below Average 平均以下	Poor 不好	N/A 不適用
1	Initial or on going contact with AKS 與 AKS 之接觸聯繫	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Your experience of our website 使用 AKS 網頁之經驗	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Process of obtaining a quotation 獲得報價單之過程	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Excellent 非常好	Good 良好	Average 平均	Below Average 平均以下	Poor 不好	N/A 不適用
4	Level of information provided prior to your audit 審核前得到之資訊	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Knowledge, professionalism and attitude of your auditor(s) 審核員之知識, 專業度及態度	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Overall auditing experience 整體審核經驗	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Recommendation of AKS 推薦 AKS	Yes 會	No 不會
Would you recommend <b>AKS</b> to another organization? 請問你會否推薦 AKS 給其他機構?	<input type="checkbox"/>	<input type="checkbox"/>

Please mark here for more comments (if any) 如有更多意見請在下面填寫

Authorization for AKS to use your information 授權 AKS 使用資料	Yes 可以	No 不可以
AKS may use your comments in our marketing materials AKS 可以在其推廣資料內使用你的意見	<input type="checkbox"/>	<input type="checkbox"/>
AKS may use your company logo in our marketing materials AKS 可以在其推廣資料內使用你的公司商標	<input type="checkbox"/>	<input type="checkbox"/>

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY FORM.**

十分感謝你填寫此意見調查表