



BOTSWANA BUREAU OF STANDARDS

Customer feedback form

CE/CT/P02/F06

Issue No: 03

Name of Organisation: _____ Name: (Optional) _____

Type of Inspection: Initial Surveillance Follow up Recertification

Date of Inspection: _____

Please kindly fill feedback form and tick where necessary to help us serve you better. Use the following rating scale when answering:

1. Strongly Disagree 2. Disagree 3. Agree 4. Strongly Agree

1. My organisation was provided with relevant and sufficient **information prior to the inspection** activity.

1. 2. 3. 4.

Comment (Optional) _____

2. The inspection **dates and duration were communicated** to my organisation in reasonable time prior to the inspection.

1. 2. 3. 4.

Comment (Optional) _____

3. The inspection **date(s) and duration were suitable** for my organisation as per issued quotation

1. 2. 3. 4.

Comment (Optional) _____

4. The **number of inspectors** in the team was adequate.

1. 2. 3. 4.

Comment (Optional) _____

5. The inspection team **managed the time** well during the Inspection.

1. 2. 3. 4.

Comment (Optional) _____

6. The **inspectors' conduct** during the inspection was acceptable.

1. 2. 3. 4.

Comment (Optional) _____

7. The **findings** of the inspection were in line with our production processes and product.

1. 2. 3. 4.

Comment (Optional) _____

8. The **objective(s)** of the inspection were met

1. 2. 3. 4.

Comment (Optional) _____

9. The **inspection report** was received in reasonable time

1. 2. 3. 4.

Comment (Optional) _____



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10. The **inspection report** was clear and consistent with what was communicated during the inspection

1. 2. 3. 4.

Comment (Optional) _____

11. The **invoice for the inspection** was received in reasonable time

1. 2. 3. 4.

Comment (Optional) _____

12. I would **recommend this BOBS** service to anyone interested.

1. 2. 3. 4.

Comment (Optional) _____

13. The inspection team displayed **knowledge and understanding** of the product and the production processes.

1. 2. 3. 4.

Comment (Optional) _____

14. How would you like BOBS to **improve** in this Service?

15. What would you like BOBS to **maintain** in this Service?

16. **What else** would you like to see BOBS doing?

17. **Any other comment?**

