



STAKEHOLDER SATISFACTION SURVEY FORM

DOCUMENT NO: BOBS.MSC.PROC11.F02

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0. Notes

Dear Interested party

The Botswana Bureau of Standards (BOBS), Certification Services Unit values your contribution as a stakeholder in the implementation of our established Schemes. We therefore would like to request you to dedicate only four (4) minutes to give us your honest feedback on how we have thus far served you and also suggest ways we could improve our service. The information will be treated in strict confidence and only used for purposes of improving our processes. Thank you.

1. General (tick ✓ as applicable)

- 1.1 How long have you been engaged or appointed to perform BOBS Certification Activities?
 < 1 year >1 year & < 3years > 3 years
- 1.2 What role have you been appointed to serve the CertSU (Optional)?
 Committee Member/Administrator/Auditor Committee Vice Chair/Technical Expert Chairperson/Team Leader
- 1.3 How many workshops/trainings/meetings organized by the Certification Services Unit have you attended?
 < 5 times > 5 & < 10 times < 10 times

Comments (optional) _____

NB: For the next sections, use the below scale to rate our service (3 being the most ideal and 1 the least)

3 – Very Satisfied

2 – Satisfied

1 – Not Satisfied

2. Communication

- 2.1 Do you get informed of the schedules for your assignments dates on time?
 3 Always 2 Sometimes 1 Rarely
- 2.2 Do you get any form of feedback from the relevant parties you may require/need timely?
 3 Always 2 Mostly 1 Rarely
- 2.3 Do you get the outputs of the activities you are assigned within the prescribed timeframe (e.g. meeting minutes or reports)?
 3 Always 2 Mostly 1 Rarely
- 2.4 Are notices of for postponements of activities communicated to you timeously?
 3 Always 2 Mostly 1 Rarely
- 2.5 Are reasons/justifications for the postponements given?
 3 Always 2 Mostly 1 Rarely

Comments (optional) _____

3. Quality of documentation

- 3.1 Are you supplied with documents necessary for the execution of the activities which are free of errors?
 3 Always 2 Mostly 1 Rarely
- 3.2 Was any activity been aborted/postponed in the past 12 months due to documentation errors?
 3 Yes 2 Almost 1 No
- 3.3 Are the documents (including packs) delivered or made available timely?
 3 Always 2 Sometimes 1 Rarely
- 3.4 Are the plans or agendas always relating to documentation to be supplied?
 3 Rarely 2 Sometimes 1 Always

Comments (optional) _____

4. Meeting logistics

- 4.1 Are you given satisfactory audience to communicate the resources for the activity?
 3 Yes 2 Sometimes 1 No
- 4.2 Is the work environment provided for the activity conducive?
 3 Yes 2 Sometimes 1 No
- 4.3 Are you afforded adequate aides/equipment for performance of the assigned tasks?
 3 Yes 2 Sometimes 1 No
- 4.4 In cases where meals or refreshments are catered, does the catering meet your expectations?
 3 Yes 2 Sometimes 1 No

Comments (optional) _____

5. Other comments/suggestions

- 5.1 Any other observations/suggestions you would like to make?
