



Guyana National Bureau of Standards- Customer Satisfaction

Survey

Dear Customer:

The GNBS would like to thank you for giving us the opportunity to serve you. Please help us by taking a couple of minutes to tell us about your experience. We appreciate your business and want to make sure we meet your expectations.

Note: If you utilize more than one of our services, kindly complete an additional survey for the respective service. This will allow us to better address your feedback.

Thank you!

* Required

1. 1. Which one of our Services did you utilize? And Rate your Satisfaction Level (1 to 5 Stars)



- Auditing
- Certification (Product & Laboratory)
- Calibration
- Technical Assistance
- Training
- Testing
- Verification (Stamping of Measuring Devices or Verifying Measuring Devices)
- Product Inspection
- Standards
- Other

2. Which one of the following categories do you belong? *

- Government Entity
- Small Business
- Agro Processor
- Manufacturer
- Service Provider
- Other
- _____

3. Are you a first-time user of our service? *

- Yes
- No

4. Overall, how satisfied are you with the professionalism and courtesy of the service delivered by GNBS Employees (e.g. Inspectors, Auditor, GNBS Officer etc.) *



5. Considering your complete experience with our service, how likely would you recommend us to a friend, colleague, or a business counterpart? *



6. How likely are you to use our service again? *

- Very likely
- Somewhat likely
- Somewhat unlikely

7. What recommendations would you offer for continuous improvement and ways we can better serve you?

* Enter your answer

8. What other service/services would you request or like us to offer?

* Enter your answer

9. Was the service delivered in a Timely, Reliably, and Accurate manner?



10. How did you learn out about the GNBS? *

- Word of mouth
- Facebook
- Radio
- Television
- Website
- YouTube
- Instagram
- LinkedIn
- Phone calls
- Newspaper
- Other