



## 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. 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 Administrative Region do you reside?

- |                                   |                                    |
|-----------------------------------|------------------------------------|
| <input type="checkbox"/> Region 1 | <input type="checkbox"/> Region 6  |
| <input type="checkbox"/> Region 2 | <input type="checkbox"/> Region 7  |
| <input type="checkbox"/> Region 3 | <input type="checkbox"/> Region 8  |
| <input type="checkbox"/> Region 4 | <input type="checkbox"/> Region 9  |
| <input type="checkbox"/> Region 5 | <input type="checkbox"/> Region 10 |

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

- Government Entity
- Small Business
- Agro Processor
- Manufacturer
- Service Provider
- Other \_\_\_\_\_

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

- Yes
- No

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



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



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

- Very likely
- Somewhat likely
- Somewhat unlikely

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

\* Enter your answer

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

\* Enter your answer

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



11. How did you learn out about the GNBS? \*

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