

	IS EG HALAL	Doc. No.	EG/FM/07/04-02
		Issue No.	1
		Issue date	11-11-2024
	Customer Feedback Form	Revision no.	01
		Revision date	16-06-2026
Page 1 of 1			

We would welcome your valuable input for improvement of our service delivery process:

Organization:		Completed by:			
Location:		Email:			
Date:					
Your opinion is very important for us. To help us in our efforts to continuously improve the Quality of our services, would you please rate us on the following using 'X' mark against each parameter:					
Sr. No	Evaluation Parameters	Excellent 4	Good 3	Satisfactory 2	Needs Improvement 1
1	Sales Process				
1.1	Response to your request for quotation for Certification Services				
1.2	Presenting you with information about IS EG HALAL system				
1.3	Response to your proposal related Queries				
1.4	Accuracy and Completeness of Proposal Documents				
1.5	Timely clarification				
2	Audit Scheduling Process				
2.1	Timely information about audit schedule				
2.2	Courtesy and professionalism of Audit scheduling staff				
2.3	Timely receipt of correct Invoice				
3	Auditing Execution Process				
3.1	Interpretation of Standard to your industry				
3.2	Audit Methodology				
3.3	Professionalism of the Auditors				
3.4	Value Addition				
3.5	Timely Submission of Audit Report				
4	Certificate Delivery Process				
4.1	Delivery of Certificate and Logo within agreed timeframe				
4.2	Quality and Correctness of the certificate				
5	Overall Service Delivery				