

## 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 in Guyana do you live in? If you are not in Guyana, please indicate your country.

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

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