

# customer survey

## survey 2: overall satisfaction and loyalty

RABQSA International is committed to offering the highest quality products. We value our customers' opinions, and through your input we are able to continually improve our service and products. Please take a few moments to provide feedback and share your thoughts with us by completing this form. Please indicate by marking the button with an X. Please fax back to RABQSA's Sydney Office on +61 2 4731 6466. We thank you for your time and feedback!

**name**

**customer number** (if applicable)

**email**

**country**

### Please identify up to three reasons why you decided to seek certification with RABQSA:

Professional growth/interest in the certification

To become more marketable

To increase my salary

To obtain a promotion

My employer requires that all employees have this certification

To promote my company and its products

To increase customer confidence in my service or product

To add value to my customers

Other, please specify: \_\_\_\_\_

### Please rate the following:

	VERY UNLIKELY										VERY LIKELY									
	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
How likely are you or your employer to renew your certification with RABQSA?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How likely are you to recommend RABQSA certification to a business associate?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	VERY LOW										VERY HIGH									
	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
To what degree did the certification process contribute positively to your overall RABQSA experience?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To what degree did RABQSA media services contribute positively to your overall RABQSA experience? (News Releases, Certification Updates, emomentum)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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### How do you rate your overall satisfaction with your certification at RABQSA?

Can we contact you in future for your feedback on our products and services?

Yes

No