

NOTE: In our effort to serve you better, we are constantly improving our services and we require your feedback to achieve this objective. We at Ecoqual Cert LLP value your opinion. Please take some time off your busy schedule to fill this form and return the same to the Audit Team Leader in a sealed envelope to keep the confidentiality of the information provided by you.

Type of Audit: Certification Audit ☐ Re-certification Audit ☐ Surveillance Audit ☐

Please rate the company's and auditor's performance on the following factors:

5= Outstanding, 4= Very Good, 3= Good, 2=Satisfactory, 1=Poor, N/A= Not Applicable

Date: _____

Standard: _____

Section 1: EQUALITAS Office	5	4	3	2	1
1. Responsiveness to your enquires- Promptness					
2. Accuracy of the quotes communicated to you					
3. Handling of your Complaint(s)					
For Office Use only: Maximum Score (Y): 5*3=15 Office Performance (X/Y*100):	Total (X):				

Section 2: Audit Team Performance					
1. Audit team demonstrated knowledge of program criteria					
2. Audit team demonstrated courtesy, professionalism and a constructive positive approach					
3. Audit team kept you informed and discussed audit findings with departmental personnel					
4. Audit results are clearly & fully explained					
5. Conducted the Audit to your satisfaction & found value adding					
For Office Use only: Maximum Score (A): 5*5=25 Office Performance (B/A*100):	Total (B):				

Section 3: Individual Auditor Performance				
S. No.	Role	Name	(C) Overall Rating(1-5)	Major Strengths / Weaknesses
1	Team Leader			
2	Auditor 1			
3	Auditor 2			
4	Tech. Expert			

Section 4: General Remarks	
1.	Did you receive the audit plan sufficiently in advance? ☐ Yes ☐ No
2.	How ECL is perceived in the market at the time of selection.....
3.	Please give your further comments / suggestions (if any):

Name: _____ Designation: _____

Organization Name: _____ Signature: _____

Upon completion of the form, kindly return it by courier/ E-mail/ Fax: to- ECOQUAL CERT LLP, O-39, Flat No. 04, Vani Vihar, Uttam Nagar, New Delhi- 110059, India. Ph.: +91-8506070726, E-mail: info@ecoqualcert.com; Website: www.ecoqualcert.com

For ECOQUAL CERT LLP USE only

Overall client satisfaction: (X + B + C) / Maximum Score * 100 =

Review Comments:

Date: _____

Signature