 © INDIAN REGISTER OF SHIPPING 1993	<b>Indian Register Quality Systems</b> [A Division of IRCLASS Systems and Solutions Pvt. Ltd.]	Page 1 of 1	
	<b>Customer Feedback Form</b>	IV IRQS:FORM:33:05	Eff. Date : 21-01-2020
		Developed by : NR	Approved by : HEAD-IRQS

Dear Sir/ Madam,

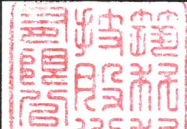
Date: 24<sup>th</sup> August 2023

Please spare few minutes of your valuable time, evaluate and tick the column you consider appropriate for us.

Sr. No.	Particulars	Expressions				
		Excellent	Very Good	Satisfactory	Average	Poor
01)	Response on Enquiry & Order Processing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
02)	Response on Audit Planning	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
03)	Response on Invoicing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04)	Response on Issuance of Draft / Final Certificate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
05)	Auditor's understanding of the process of your organization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
06)	Auditor's attitude towards the auditee	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
07)	Extent of evaluation by the auditors verifying compliance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
08)	Auditor's conduct during the audit & resolution of any open issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
09)	Value additions made to your system through IRQS audit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10)	Auditor's Sincerity & willing to consider alternative ideas or points of view	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11)	Tactful in dealing and effectively interacting with people	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12)	Exhibiting a courteous and professional behaviour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13)	Did all the audit team members wear Safety shoes and other PPE's as applicable, through-out the audit process. If No, your comments: -			Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	NA <input type="checkbox"/>
14)	Would you prefer to have the same auditor/ audit team in the next audit?			Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
15)	Would you recommend IRQS to other organization for Certification services?			Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
16)	<b>Client's Testimonial: I am very impressed by the excellent service team, who showed me a great experience. They were professional, friendly, and attentive to my needs. They went above and beyond to make sure I was satisfied with their service. I appreciate their hard work and dedication. They are the best service team I have ever encountered. Thank you for making my day!</b> Would like to publish the above Testimonial on IRQS website?			Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
17)	Please mention additional services that we can offer you:					

From	Client Name	: M/s. Chu Ker Technology Co., Ltd.	Audit Stage	: Certification Audit
	Contact Person	: Mr. Liao Wen Tai (Tiger)	Name of Team Leader	: Mr Satishkumar Gupta
	Audit Standard	: FSSC 22000 (version 5.1)	Name of Team Member	: Ms Claire Ruan

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Kindly return the completed form to HO & marked to	: Accreditation & Quality Assurance E-mail: irqs@irclass.org	Name:	謝宜芳
	: Indian Register Quality Systems 2 <sup>nd</sup> Floor, New Building, 52 A, Adi Shankaracharya Marg, Opp. Powai Lake, Powai, Mumbai - 400 072.	Signature:	謝宜芳
		Stamp of the Organization:	

We thank you for sparing your valuable time for filling this form.