



As part of our commitment to improving the services we offer, we would appreciate it if you complete this questionnaire.

1 What type of service did you use from RBS on this occasion?

- Standards Development/Technical Committees.....
- Standards Information Resource Centre.....
- Quality Assurance/Technical Information.....
- Inspection Services.....
- Certification: Reference.....
- Testing Services: Sample Reference.....
- Calibration/Metrology Services; Reference.....
- Other (Please Specify).....

2 How would you rate the response time for the service you required?

- Excellent Above Average Below Average Poor

3 How would you rate the level of Technical support services provided?

- Excellent Above Average Below Average Poor

4 How would you rate our customer care in general?

- Excellent Above Average Below Average Poor

5 Comments/Complements/Complaints/Suggestions

.....

.....

.....

.....

.....

.....



CUSTOMER DETAILS (OPTIONAL)

Name.....
Address.....
Tel.....:
Fax:.....
E-mail:.....

**KINDLY DROP THIS FORM IN A
RBS SUGGESTION BOX
NEAREST TO YOU Or fill and e-
mail it to info@rbs.org.**

**FOR FURTHER INFORMATION,
KINDLY CONTACT RBS on MTN
TOLL FREE NUMBER 3250.**

THANK YOU IN ADVANCE FOR YOUR TIME.