

ANKETNI LIST O ZADOVOLJSTVU EKSTERNIH KUPACA
EXTERNAL CUSTOMER SATISFACTION SURVEY

Broj/Number:
Datum/Date:

Puni naziv:

Full name:

Adresa (mjesto, ulica i broj):

Address (place, street and number)

Telefon / Faks / e-mail:

Telephone / Fax / e-mail:

Opće informacije / General information:

Vaša ocjena komunikativnosti osoblja

Your assessment of staff communicativeness

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Vaša ocjena ljubaznosti osoblja

Your assessment of the courtesy of staff

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Ocjena kvaliteta dobijenih informacija od osoblja s kojim ste kontaktirali
Assessment of the quality of the information received from the staff you contacted

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Laboratorijsko ispitivanje / Laboratory testing:

Vaša ocjena izbora metoda laboratorijskog ispitivanja

Your assessment of the choice of laboratory test methods

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Vaše povjerenje u rezultate laboratorijskog ispitivanja

Your confidence in the results of the laboratory testing

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Obimnost i razumljivost tehničke dokumentacije (metode, rezultati, ...)
Extensiveness and comprehensibility of technical documentation (methods, results, ...)

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Inspeksijske aktivnosti / Inspection activities:

Vaša ocjena izbora metoda i načina provođenja aktivnosti inspekcije

Your assessment of the choice of methods and the means of conducting inspection activities

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Vaša ocjena rokova realizacije usluga inspekcije

Your assessment of the deadlines for the implementation of inspection services

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Obimnost i razumljivost izvještaja / certifikata (metode, tumačenja, ...)
Extensiveness and comprehensibility of reports / certificates (methods, interpretation, ...)

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Komercijalne aktivnosti / Commercial activities:

Vaša ocjena brzine i efikasnosti odgovora na Vaše zahtjeve (upit, ponude...)

Your assessment of quickness and efficiency of responding to your requests (inquiry, offers, ...)

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Cijena odgovara kvalitetu i obimu pružene usluge

The price corresponds to the quality and scope of the services provided

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Vaša ocjena rokova i uslova plaćanja realiziranih usluga

Your assessment of the terms and conditions of payment for services provided

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Zaključna ocjena / Final mark:

Vaša ukupna ocjena rada "Inspekt RGH" d.o.o. Sarajevo

Your overall performance rating of "Inspekt RGH" d.o.o. Sarajevo

jako dobro
very good

dobro
good

loše
bad

jako loše
very bad

Napomena / Note: Molimo Vas, u slučaju da neki od elemenata ankete ocijenite ocjenom loše ili jako loše, da date pismenu primjedbu ili sugestiju u dole predviđene rubrike ili nas usmeno kontaktirate na neki od gore navedenih brojeva telefona. Bićemo zadovoljni ukoliko i anonimno odgovorite. Hvala! / Please, in case you rate some of the elements of the survey as bad or very bad, to give a written remark or suggestion in the sections provided below or contact us on one of the above telephone numbers. We will be satisfied if You give anonymous response as well. Thank You!

Primjedbe, sugestije i prijedlozi za poboljšanja / Remarks, suggestions and proposals for improvement:

Za klijenta odgovorio / For the client responded

Datum:

Date:

Odgovorna osoba:

Responsible person:

M.P.

Zahvaljujemo Vam se na saradnji / Thank you for Your cooperation
Koristite i dalje usluge "Inspekt RGH" / Continue to use the services of "Inspekt RGH"
SIGURNOST U KVALITET JE NAJVEĆA DOBIT
SAFETY IN QUALITY IS THE MOST VALUABLE BENEFIT
Registered in accordance with ISO 9001:2015 and ISO 14001:2015