

**CUSTOMER FEEDBACK FOR INSPECTION BODY**



**Quality Assurance Division  
Sri Lanka Standards Institution  
NO. 17, Victoria Place, Elvitigala Mawatha,  
Colombo 08. SRI LANKA**

Tel: +94 (0)11 267 1574 (Director General)  
+94 (0)11 267 1578 (Director Quality Assurance)  
Fax: +94 (0)11 267 1511

The objective of this questionnaire is to provide feedback to the SLSI Inspection body about the inspection & inspection related activities. Please fill in this questionnaire and send it to the SLSI Inspection body.

We thank you very much for your efforts and appreciate your feedback. Please feel free to add pages or use the back side if necessary.

Name & address of the company: .....

Contact Person (Optional).....

Telephone/ Fax /mail.....

Relevant SLSI Units: Food / Non-food

- 😊😊 - Excellent
- 😊 - Good
- 😊 - Satisfactory
- 😞 - Dissatisfied
- 😞😞 - Strongly dissatisfied

**1. Inspection process**

**1.1. Has the inspection process been clear to you at the start?**

😊😊       😊       😐       😞       😞😞

**1.2. Have the requirements of the inspection and the respective inspection scheme been transparent and clear for you?**

😊😊       😊       😐       😞       😞😞

**1.3. Does the inspection carry out on time?**

😊😊       😊       😐       😞       😞😞

**1.4. Payment procedures, submission of documents through online system are easy and convenient.**

😊😊       😊       😐       😞       😞😞

**2. Inspection results**

**2.1. How do you rate the usefulness of the SLSI Inspection, documents and reports?**

😊😊       😊       😐       😞       😞😞

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**2.2. Are there specific benefits for your organization resulting from this inspection?**

😄😄       😊       😐       ☹️       ☹️☹️

**3. SLSI Inspection Team**

**3.1. How do you rate the work of the inspectors/ Sampling officers?**

😄😄       😊       😐       ☹️       ☹️☹️

**3.2. How do you rate the work of the other administrative staff in QA division?**

😄😄       😊       😐       ☹️       ☹️☹️

**4. Overall:**

**4.1. How do you rate your overall satisfaction of the inspection activities provided by SLSI?**

😄😄       😊       😐       ☹️       ☹️☹️

**4.2. What can we do to serve you better?**

**4.3. Any suggestions / improvement?**

Date: \_\_\_\_\_