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 of the paper if necessary.

Name & address of the company: (Optional)

…………………………………………………………………………………………………………

Contact Person (Optional)………………...……………… Telephone/ Fax /mail (Optional)…..…….

Relevant SLSI Units of the Quality Assurance Division: Food (Units 1,2,3) / Non-food (Units 4,5,6)

How long have you been with the Sri Lanka Standards Institution (SLSI)? …......................

**Please rate us by selecting your view (Tick on appropriate answers)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1. Excellent** | **2. Good** | **3. Satisfactory** | **4. Dissatisfied** | **5. Strongly Dissatisfied** |

**1.** **Online registration process, Document submission and Processes up to initial decision**

1. Accessibility for the documents of online registration

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

1. User-friendliness of the notification submission process

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

1. What is your view on the time taken to process the notification from submission to the initial decision
2. What is your view on the decision-making process?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

e) Your satisfaction with the time taken from the initial decision to payment upload?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

f) Are the payment procedures, and submission of documents through the online system user friendly?

g) Your satisfaction with the time taken to transfer the initial decision

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1. Excellent** | **2. Good** | **3. Satisfactory** | **4. Dissatisfied** | **5. Strongly Dissatisfied** |

**2.** **Sampling Process**

1. Time taken to carry out the sampling process

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

1. Your view on sample size/ quantities

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

1. Availability of sufficient inspection equipment

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

d) Time taken for the re-sampling process

e) Service Quality of the Sampling officers

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

**3.** **RCT Inspection Process and the Staff**

a) To what extent is your satisfaction with the RCT service?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

b) Your view on operation time duration in the RCT Yard

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

c) Your view on Service Quality and User friendliness of RCT Yard

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

d) Allocation of no. of Sampling officers for the sampling activity

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

e) Time taken to carry out sampling process at RCT

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

**4.** **Inspection results and final decision**

1. Your satisfaction with the time taken to release the final decision based on the test results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1. Excellent** | **2. Good** | **3. Satisfactory** | **4. Dissatisfied** | **5. Strongly Dissatisfied** |

**5.** **SLSI QA Staff**

1. How do you rate the effectiveness of work of the QA staff?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

b) Your satisfaction with the responsiveness of the SLSI QA Staff?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

c) Knowledge of QA staff on Import Inspection Process

d) Competency of Sampling Staff

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

e) Reliability of QA Staff

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

**6. Overall Inspection process**

## a) Your satisfaction on accessibility of information related to Import Inspection Scheme

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

## b) Your view on the inspection and testing fee

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

## c) How easy to contact relevant staff

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

## d) Overall satisfaction with the inspection process

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

**7. Your satisfaction on corporation provided by other departments of SLSI**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

**8. Your view on adequacy of information at the SLSI Website**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** |

**9. Which processes/stages need improvements?**

## **10.** **What can we do to serve you better?**

## **11.** **Any suggestions/improvement to serve you better?**