



**Annex P.S.-C 06/4**

**Dear Client,**

***With this questionnaire, CERONAV gives you the opportunity to assess the quality of the course/service provided by our institution.***

***In this way CERONAV understands to pay maximum attention to the current and future needs of its customers, meeting their requirements for increasing its performance and ensuring a high level of customer satisfaction.***

***Your perception of the benefit of the implementation will be of particular help because we are concerned about the continuous improvement of the quality of our services/courses.***

***Thanks for the your support!***

Please fill in the following questionnaire by ticking "x" in the box corresponding to a Qualificative and filling in the headings where necessary.

**Trainee's name and surname:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone/ Fax:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

***(The above headings will be filled in optionally)***

<b>Type/Name of the Course/service provided:</b>						
<b>The department that provided the service/course :</b>						
<b>Crt.</b>	<b>Appreciate how you perceived the services/courses you have benefited from:</b>	<b>unsatisfactory</b>	<b>satisfactory</b>	<b>well</b>	<b>very good</b>	<b>excellent</b>
1.	How do you appreciate the overall quality of the service/course provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	How do you appreciate the length of time required to provide the requested service/course ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.	How do you appreciate the quality/price ratio for the service/course provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Have your expectations been satisfied by the services/courses provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	How were the complaints about the services/courses provided by our institution dealt with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	How do you appreciate the quality of the service/course provided compared to existing similar ones?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	How do you appreciate communication with our institution (Fax, telephone, e-mail, etc.):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	How do you appreciate communication with our institution's staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	How do you appreciate our staff's professionalism?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other comments:**

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