

CUSTOMER SATISFACTION SURVEY- ACCREDITATION SERVICES – 2014/15 RESULTS

In an effort to improve its accreditation services thus serve customers better, SADCAS undertook a customer satisfaction survey during the 2014/15 financial year.

The Customer satisfaction survey form is circulated to clients electronically on an ongoing basis for completion as they receive accreditation services from SADCAS. The feedback is analyzed on an ongoing basis with any suggestions for improvement being considered and implemented accordingly. The following results are based on an analysis of all the feedback received during the period beginning 1 April 2014 to 31 March 2015.

- **100%** rated SADCAS overall accreditation services from **very good** to **excellent**. Refer to Figure 1.
- **100%** rated SADCAS accreditation for accuracy and completeness of technical information from **good**, **very well** to **excellent**. Refer to Figure 2.
- **100%** rated SADCAS accreditation process timelines from **good**, **very well** to **excellent**. Refer to Figure 3.
- **100%** rated professionalism of assessment team from **very good** to **excellent**. Refer to Figure 4.
- There was an improvement in customer satisfaction during the 2014/15 year when 100% rated overall satisfaction from **very good** to **excellent** compared to 2013/14 when 84% rated overall services from **very good** to **excellent** and 16% rated it **good**. Refer to Figure 5.

Figure 1 - Overall Satisfaction on Service Received 2014/15 Year

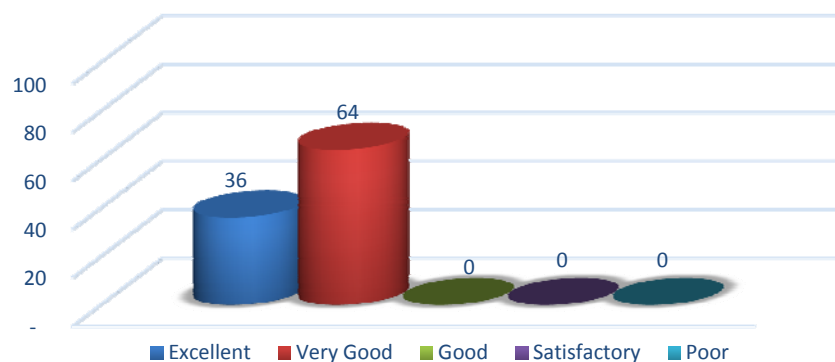


Figure 2 - Accuracy & Completeness of Technical Information 2014/15 Year

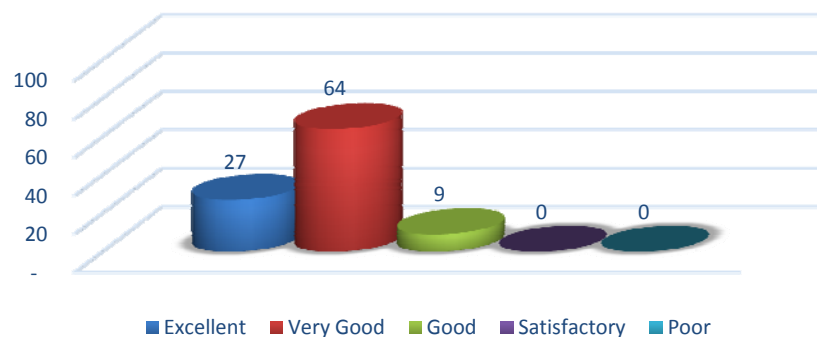


Figure 3 - Accreditation Process Timelines 2014/15 Year



Figure 4 - Professionalism of Assessment Team 2014/15 Year

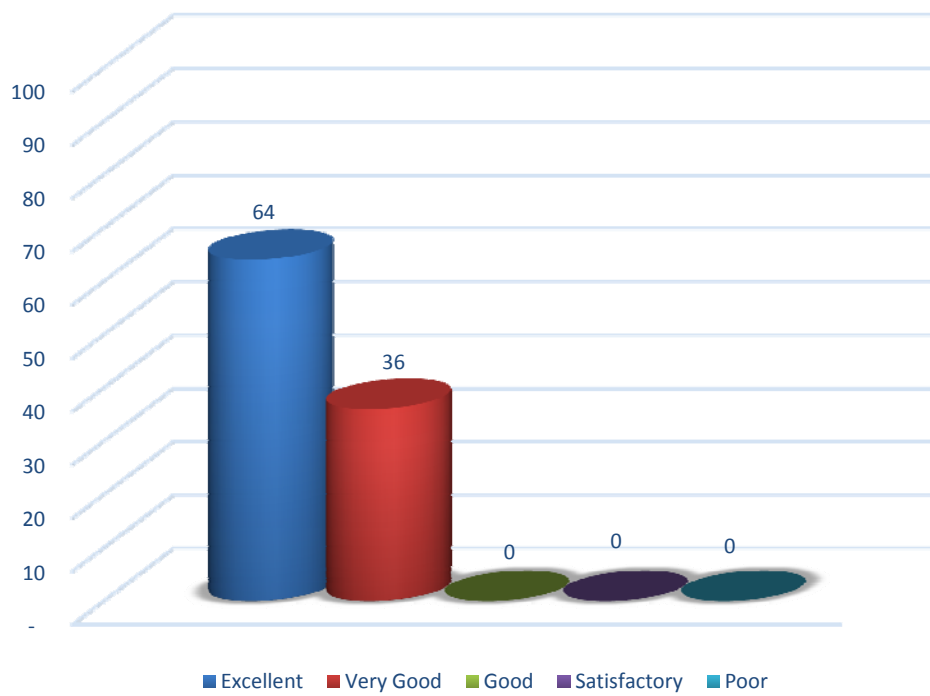
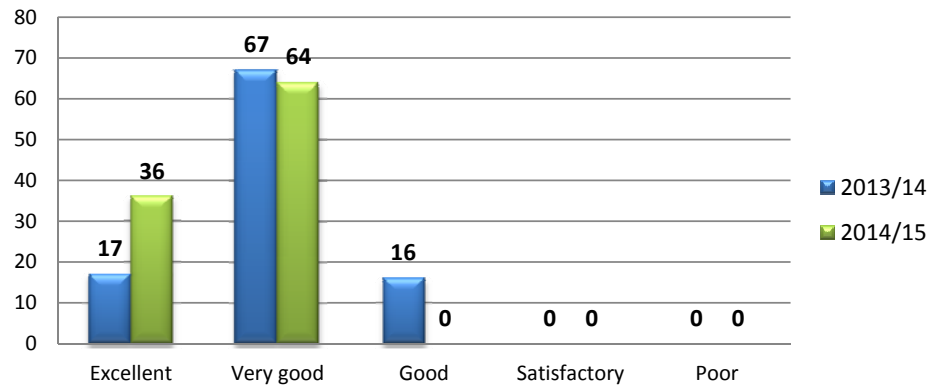


Figure 5 - Overall Satisfaction on Service - 2014/15 compared to 2013/14



The SADCAS is a multi-economy accreditation body established as part of the SADC infrastructure for standardization, quality assurance accreditation and metrology (SQAM) in order to meet the accreditation needs of SADC Member States without own national accreditation bodies. Within the SADC region only South Africa and Mauritius have their own national accreditation bodies. The remaining 13 countries do not have their own national accreditation bodies hence serviced by SADCAS. SADCAS is now in its 7th year of operation having been launched in April 2009 and started offering services in October 2009. By 31 March 2015 SADCAS had issued 48 accreditation certificates to 36 accredited facilities in 8 SADC Member States. At the same time SADCAS had 43 accreditation applications from 10 countries at the various stages of processing.

Great strides have been made towards international recognition of its accreditation certificates, with SADCAS successfully undergoing a joint pre peer evaluation by the International Laboratory Accreditation Cooperation (ILAC) and the African Cooperation in Accreditation (AFRAC) in June 2014. SADCAS is set to undergo the peer evaluation in May 2015.

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