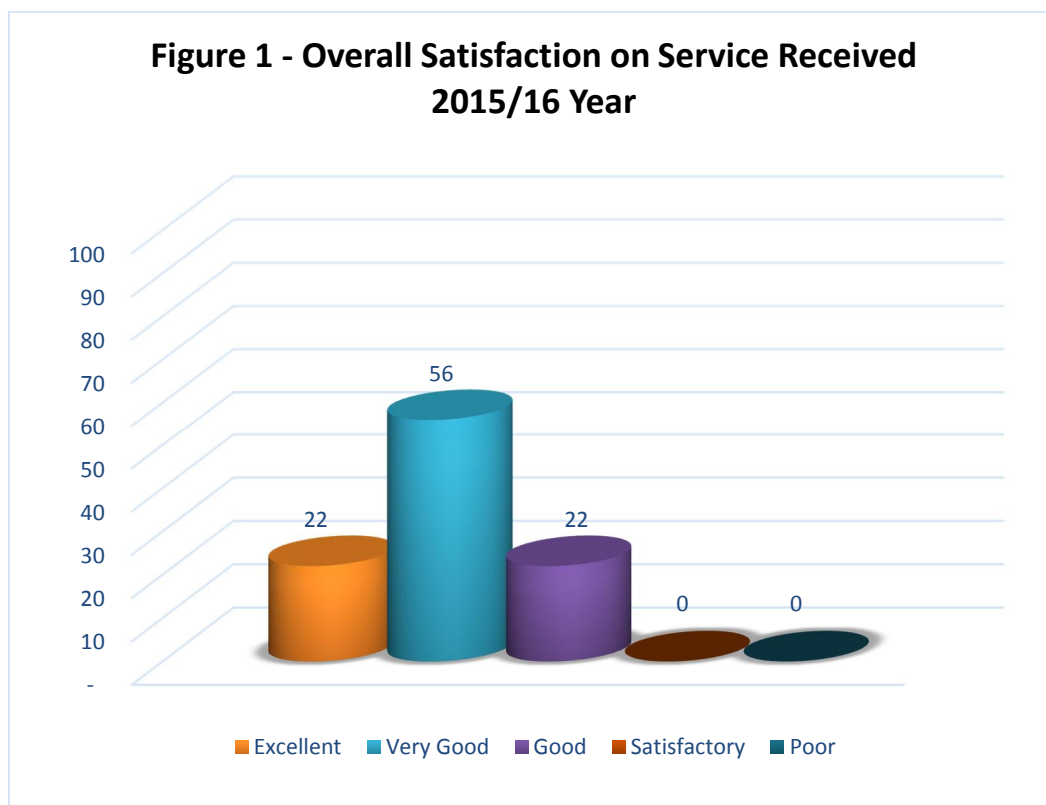


## Customer Satisfaction Survey - Accreditation Services – 2015/16 Results

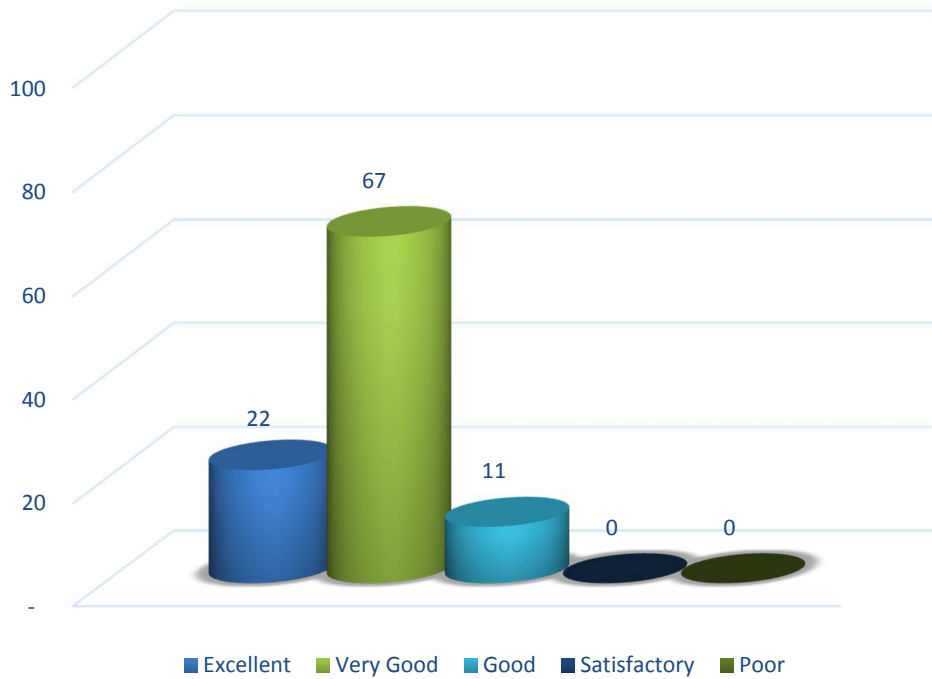
In an effort to improve its accreditation services thus serve customers better, SADCAS undertook a customer satisfaction survey during the 2015/16 financial year.

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 2015 to 31 March 2016.

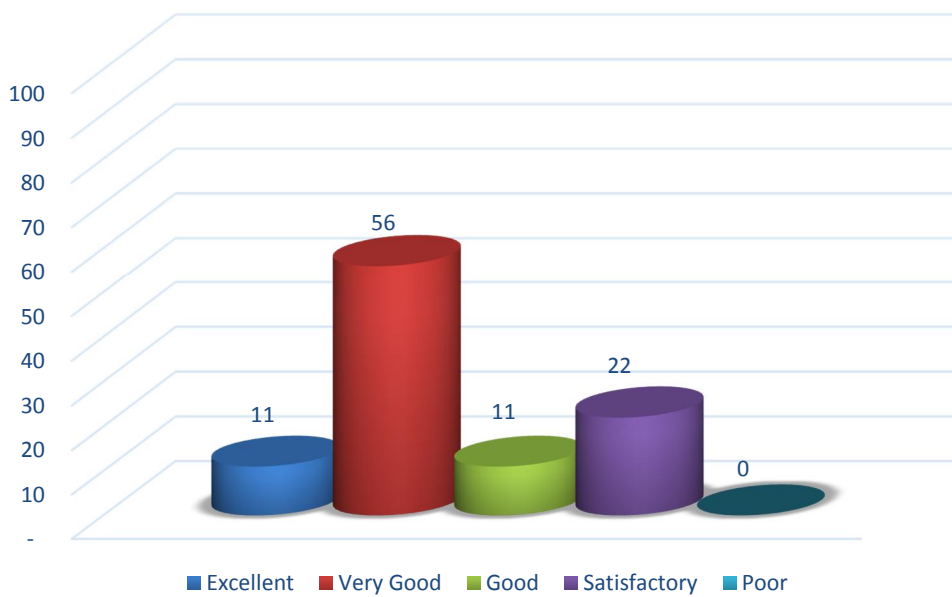
- **100%** rated SADCAS overall accreditation services from **good** to **excellent** with **78%** rating from **very good to excellent**. Refer to Figure 1.
- **100%** rated SADCAS accreditation for accuracy and completeness of technical information from **good** to **excellent** with **89%** rating from **very good to excellent**. Refer to Figure 2.
- **100%** rated SADCAS accreditation process timelines from **good, very well** to **excellent**. Refer to Figure 3.
- **89%** rated professionalism of assessment team as **excellent** with **11%** rating it as **poor**. Refer to Figure 4.
- There was a decline in customer satisfaction during the 2015/16 year when **78%** rated overall satisfaction from **very good to excellent** compared to 2014/15 when **100%** and 2013/14 when **84%** rated overall services from **very good to excellent**. The decline is attributed to the aspect on accreditation timelines, a matter which is being addressed. However there was an improvement in the rating for professionalism of the assessment team. Refer to Figure 5.



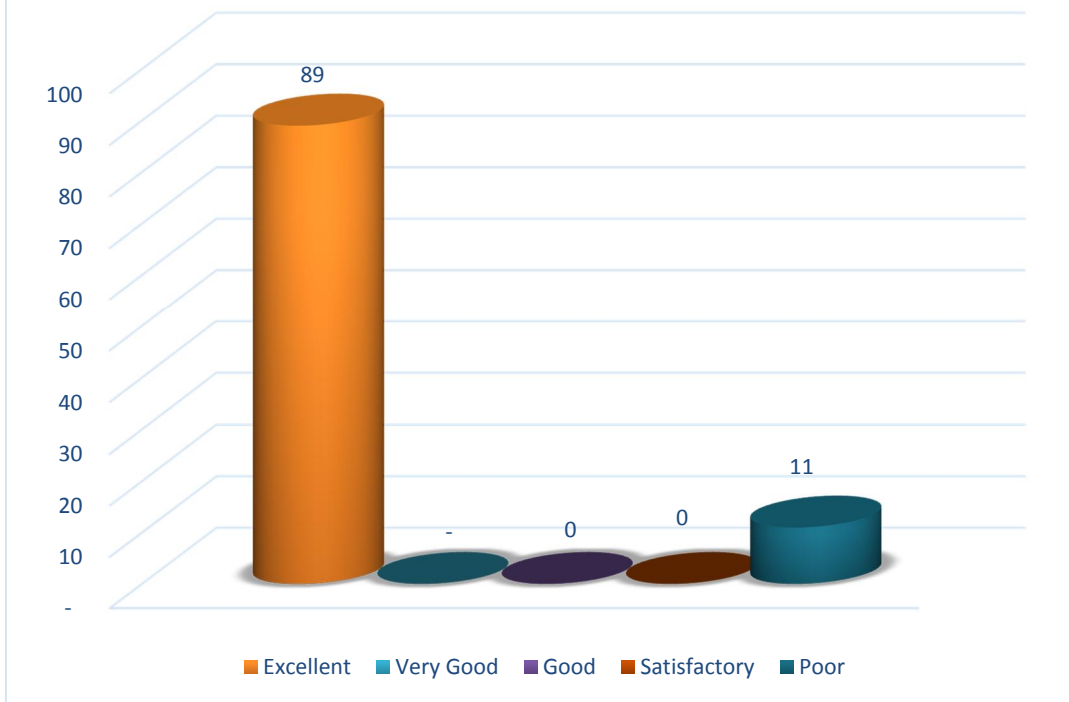
**Figure 2 - Accuracy & Completeness of Technical Information 2015/16 Year**



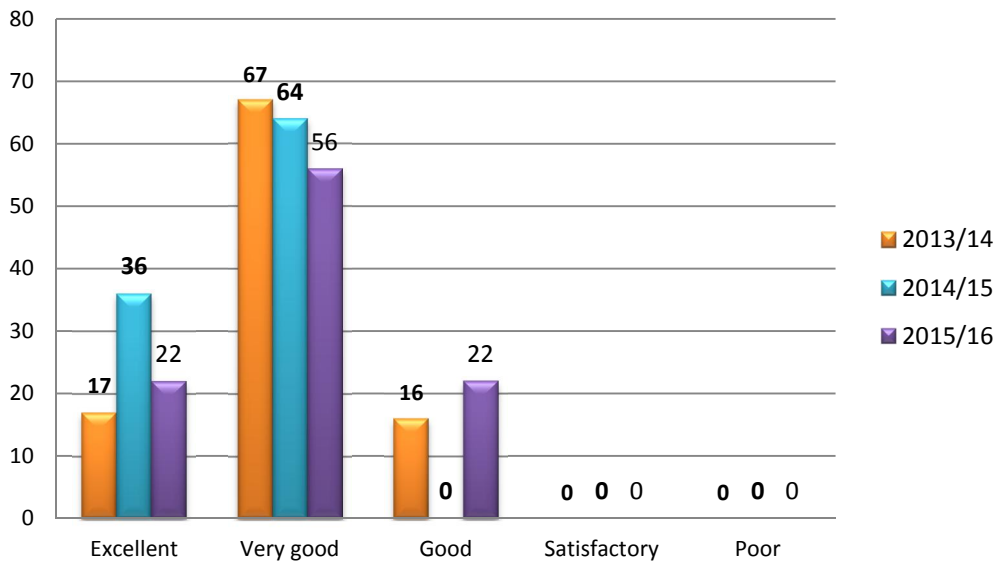
**Figure 3 - Accreditation Process Timelines 2015/16 Year**



**Figure 4 - Professionalism of Assessment Team  
2015/16 Year**



**Figure 5 - Overall Satisfaction on Service - 2015/16  
compared to 2014/15 and 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 has made significant progress in executing its mandate. SADCAS business is growing not only in terms of field and scope of accreditation but also in terms of geographical and language diversity in the region. By 31 March 2016 SADCAS had issued 67 accreditation certificates to 50 accredited facilities in 8 SADC Member States. At the same time SADCAS had 30 accreditation applications from 9 countries at the various stages of processing.

SADCAS achieved signatory status in the International Laboratory Accreditation Cooperation Mutual Recognition Arrangement (ILAC MRA) for testing (ISO/IEC 17025) and Calibration (ISO/IEC 17025) having successfully gone through the rigorous peer evaluation process. With this achievement the accreditation certificates issued by SADCAS to testing and calibration laboratories are now internationally recognized. Meanwhile SADCAS is working towards signatory status for the other accreditation programmes on offer.

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