

CUSTOMER SATISFACTION SURVEY- ACCREDITATION SERVICES – 2017/18

In an effort to continuously improve its accreditation services thus serve customers better, SADCAS undertook a customer satisfaction survey during the 2017/18 financial year.

The Customer satisfaction survey form was 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. Seventy-one forms were circulated and 35 responses were received. The following results are based on an analysis of all the feedback received during the period beginning 1 April 2017 to 31 March 2018.

- **100%** rated SADCAS overall accreditation services from **good** to **excellent** with **97%** 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 **97%** rating from **very good** to **excellent**. Refer to Figure 2.
- **100%** rated SADCAS accreditation process timelines from satisfactory (7%), **good** (5%), **very good** (47%) to **excellent** (41%). Refer to Figure 3.
- **100%** rated professionalism of assessment team from **very good** (46) to **excellent** (54%). Refer to Figure 4.
- There was an improvement in overall satisfaction on accreditation service during the 2017/18 year when 100% rated overall satisfaction from good, very good to excellent compared to 94% for the 2016/17 financial year.
- There was an improvement in all aspects for which feedback was sought from clients over the 2016/17 financial year as follows:
 - Accuracy of completeness of technical information – 97% vs 81% in 2016/17
 - Accreditation process timelines – 88% vs 64% in 2016/17
 - Professionalism of assessment team – 100% vs 89%.

Figure 1 - Overall Satisfaction on Service Received 2017/18 Year

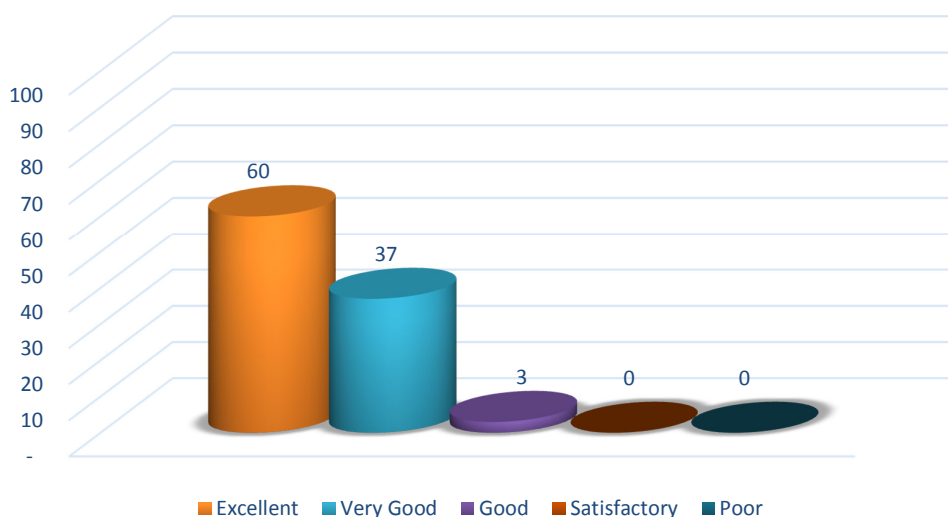


Figure 2 - Accuracy & Completeness of Technical Information 2017/18 Year

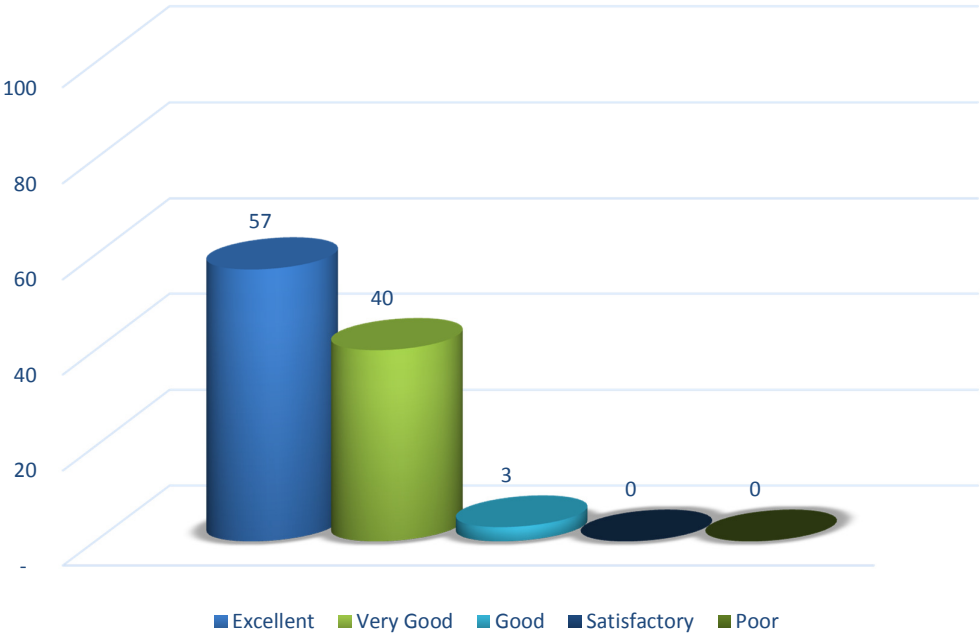
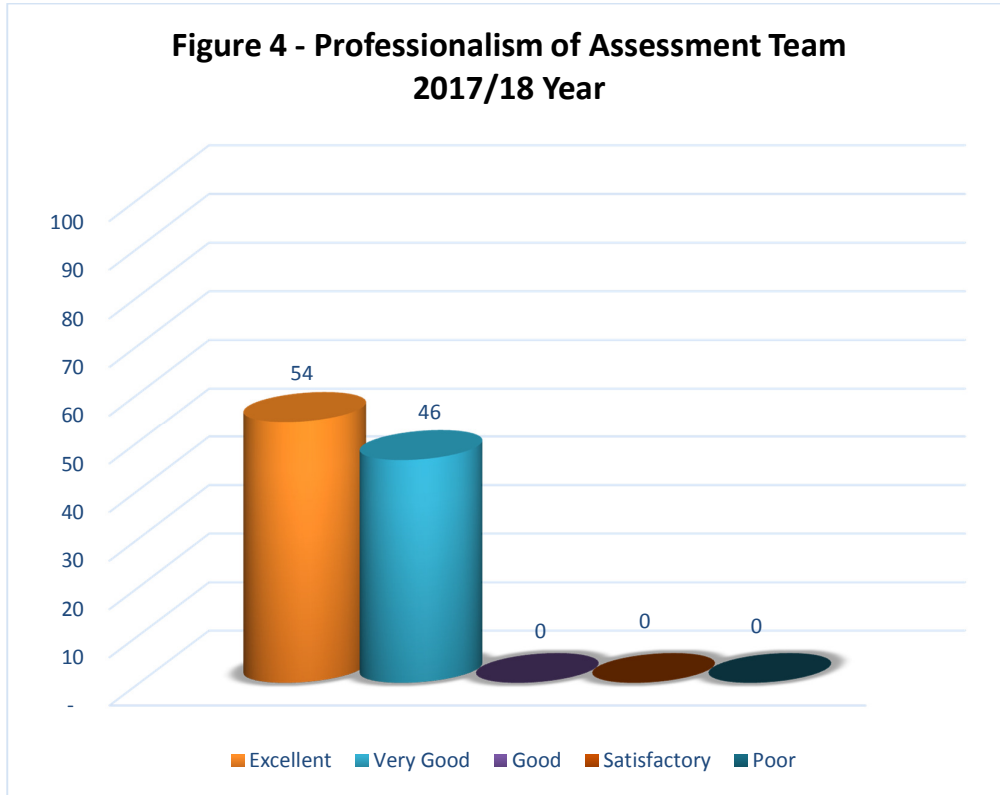


Figure 3 - Accreditation Process Timelines 2017/18 Year



**Figure 4 - Professionalism of Assessment Team
2017/18 Year**



**Figure 5 - Overall Satisfaction on Service - 2017/18 compared
to 2016/17, 2015/16, 2014/15 and 2013/14**

