In an effort to continuously improve its accreditation services thus serve customers better, SADCAS undertook a customer satisfaction survey during the 2018/19 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. Eighty-five (85) forms were circulated and 48 responses were received i.e. 56% response rate. The majority of the feedback received was on periodic assessments i.e. 58% and initial assessments 38% whilst 4% of the feedback was from reinstatement assessments.

The following results are based on an analysis of all the feedback received during the period beginning 1 April 2018 to 31 March 2019.

- **100%** rated SADCAS overall accreditation services from **good** to **excellent** with **84%** 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 **90%** rating from **very good** to **excellent**. Refer to Figure 2.

- **100%** rated SADCAS accreditation process timelines from satisfactory (2%), **good** (10%), **very good** (42%) to **excellent** (46%). Refer to Figure 3.

- **100%** rated professionalism of assessment team from satisfactory (8%), **good** (6%), **very good** (29%) to **excellent** (57%). Refer to Figure 4.

- Although 100% rated overall accreditation services from **good** to **excellent** there was a decline in overall satisfaction with 84% rating from **good** to **excellent** compared to 2017/18 when 97% rated overall satisfaction on accreditation service from **very good** to **excellent**. Refer to Figure 5.

- **General Comments** – The general comments were that customers were satisfied with all aspects of the accreditation services and encouraged SADCAS to keep up the quality of services. Some of the facilities that have been assessed more than once noted an improvement in all the stages of the assessment whilst others expressed their concern on communication especially at corrective action stage and the need for assessors to be open minded during assessments.
Figure 4 - Professionalism of Assessment Team
2018/19 Year

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