

INFORMATIVE CIRCULAR Ref. 8124/24/FT/bb

DATE

26-03-2024

To all accredited CABs

To the associations of Conformity Assessment Bodies

Their offices

SUBJECT **Informative circular ACCREDIA N° 1/2024**
Invitation to the ACCREDIA 2024 Customer Satisfaction Survey

Dear Sirs

as you know, ACCREDIA conducts a Customer Satisfaction survey every two years, addressed to all accredited bodies, in order to assess the perception of the level of satisfaction of the services offered.

Foreword

Numerous suggestions emerged from the previous surveys, which urged us to improve our processes, in terms of greater efficiency and ability to meet the expectations of organisations and laboratories. The ACCREDIA bodies and, in particular, the Steering and Guarantee Committee (CIG), as the expression of all interested parties, have always been involved in the evaluation of the outcomes.

The CIG, taking its cue from the last survey and emphasising the importance of the opinion of the accredited entities, activated a working group that promoted the updating of the questionnaire in order to carry out further statistical processing. With this in mind, some questions were reworded and new ones were inserted, relating to the type and size of CABs.

Please note, however, that this edition of the ACCREDIA Customer Satisfaction Survey is also anonymous and no data identifying the accredited subject will be collected.

We would therefore ask you to take a few minutes to fill in the questionnaire, available at the following link: <https://accredia2009.typeform.com/to/vzzORPHd>

Operational instructions for filling in the questionnaire

- The survey is open from 26 March to 24 May 2024.
- The **password** to be entered for compilation is: **Accredia2024**
- The current survey delivery method does not allow a download of the transmitted data, nor a confirmation of sending, other than the display of the final screen. Should the CAB need to keep evidence of the answers given, it is invited to acquire screenshots of the individual screens.
- Participation in the survey does not foresee the entry of any identifying data with the exception of the relevant ACCREDIA department and company size class. The results will in any case be published in aggregate and anonymous form.
- If your CAB is accredited on more than one ACCREDIA department, we ask you to fill in separate questionnaires, specifying in the first answer the department of reference.
- For any technical problems with the online form, please contact: comunicazione@accredia.it

Thanking you for your cooperation,

Best regards


Dott. Filippo Trifiletti
General Director