

# CUSTOMER SATISFACTION SURVEY IN PROGRAM „PROFICIENCY TESTING IN NDT“ ACCORDING TO EN ISO/IEC 17043

Dear colleagues,

The ATG as a Provider of Proficiency Testing has been continuously improving its services providing in this area. To meet this goal, we would like to ask you to help us assess our services. Your feedback and provided information will be only and strictly used by the ATG Provider of Proficiency Testing for this purpose.

Thank you for your help. We are looking forward to your feedback.

## Program Proficiency Testing:

From 1 (excellent) to 5 (unsatisfactory) scales, please rank our service. Please cross the answers.

GENERAL						
• Web ATG (structure, content)	1	2	3	4	5	
• Contact with coordinator	1	2	3	4	5	
• Keeping terms by Provider	1	2	3	4	5	
*Your comments and suggestions: ..... .....						
INPUTS FOR EXAMINATION						
• Clear assignment	1	2	3	4	5	
• Evaluation of test sample (how appropriate it was)	1	2	3	4	5	
• Evaluation of training content and understanding of exam protocols	1	2	3	4	5	
• Understanding criteria for evaluation	1	2	3	4	5	
* Your comments and suggestions: ..... .....						
OVERALL EVALUATION						
• Final report: Evaluation of content and understanding	1	2	3	4	5	
• Summarized final report: Evaluation of content and understanding	1	2	3	4	5	
• Total evaluation of NDT Proficiency Testing	1	2	3	4	5	
* Your comments and suggestions: ..... .....						
If you are interested in the following programs of "Proficiency Testing in NDT" next year, please tick an appropriate box						
NDT method	F - forgings	C - castings	W - welds	T - tubes	WP - wrought product	Requests per year
ET – eddy current testing	<input type="checkbox"/>	0	0	<input type="checkbox"/>	<input type="checkbox"/>	
LT – leak testing	<input type="checkbox"/> materials - parts					
MT – magnetic testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PT – penetrant testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
RT – radiographic testing	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	
UT – ultrasonic testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> thickness measurement
VT – visual testing	0	<input type="checkbox"/>	<input type="checkbox"/>	0	0	
Performance comparison of NDT laboratory staff - see web, news from 5.12.2018					<input type="checkbox"/>	
Company Name						
Address / e-mail:				Date and signature:		
PLEASE, SEND US A FILLED-IN QUESTIONNAIR "CUSTOMER SATISFACTION SURVEY" ON: ATG s.r.o., Ing. Lucie Zavadilová – PZZ ATG, Toužimská 771, CZ 199 02 Praha-Letňany, or by e-mail: zavadilova@atg.cz						

\* You can place your comments and suggestions into a separate document.