



**GUYANA NATIONAL BUREAU OF STANDARDS**  
**CUSTOMER SATISFACTION/FEEDBACK SURVEY**

**Demographics**

What is your age range?

- Below 21                       41- 50  
 21-30                             51-60  
 31-40                             Over 60

What is your gender?

- Male                               Female

Which Administrative Region do you belong to?

- ①      ②      ③      ④      ⑤      ⑥      ⑦      ⑧      ⑨      ⑩

Which of the following category of customer do you belong to?

- Government    Importer/Dealer    Retailer    Market Vendor    Manufacturing    Services  
 Agro processor    Other..... (Please Indicate)

**Service Usage**

Which of the following service/s do you use?

- Calibration    Testing    Verification (weighing and measuring instruments)    Product Certification  
 Laboratory Certification    Auditing    Training    Consultancy    Standards Development  
 Purchasing of Standards    Product Compliance (Goods Inspection)

How often do you use the service/s?

- Daily    Weekly    Monthly    Quarterly    Annually    Other..... (Please Indicate)

Does the service/s helped you achieved your goal?

- Yes    No

How long have you been using the service/s?

- First time    1-3 years    4-6 years    Over 6 years    other..... (Please Indicate)

**Satisfaction Scale**

On a scale of 1- 5 rate your experience in conducting business with the GNBS, with 1 being very unsatisfied, 2 being unsatisfied, 3 being satisfied, 4 being very satisfied and 5 being extremely satisfied.

|                         |   |   |   |   |   |
|-------------------------|---|---|---|---|---|
| Customer Service        | ① | ② | ③ | ④ | ⑤ |
| Service Provided        | ① | ② | ③ | ④ | ⑤ |
| Efficiency              | ① | ② | ③ | ④ | ⑤ |
| Accuracy                | ① | ② | ③ | ④ | ⑤ |
| Service processing time | ① | ② | ③ | ④ | ⑤ |
| Overall Satisfaction    | ① | ② | ③ | ④ | ⑤ |

**Feedback**

Would you recommend the GNBS to others?  Yes  No, If No why?

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Would you continue to use the GNBS Services?  Yes  No, If No why?

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Did our Service meet your expectations?  Yes  No, If No why?

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How can we improve your experience with the GNBS?

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What can our employees do better?

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Do you have any additional comments or feedback for us?

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How did you find out about the GNBS?

- Word of mouth
- Instagram
- Newspaper
- YouTube
- Facebook
- Television
- Radio
- Other-----

**THANK YOU FOR YOUR TIME**

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