

## CLIENT ASSESSMENT QUESTIONNAIRE

We use the questionnaire to get our clients feedback. Gathered information is used to continuously improve Quality Management System.

**Client:**

**Project/Order:**

**Date:**

Field:	Field Description	Assessment
1.	<b>FORESTRY AND GAME MANAGMENT RESEARCH INSTITUTE (FGMRI), its existence and activities</b>	
	<u>Where did you find information about our institute?</u>	Colleagues
		Journals
		Web pages
		Workshops
		Another
	<u>Have you ever visited our website <a href="http://www.vulhm.cz">www.vulhm.cz</a> ?</u>	Yes
I do not know about its existence		
No		
2.	<b>COOPERATION WITH FGMRI</b>	
	<u>Are you satisfied with our employees attitude?</u>	Yes, I am
		It is more or less ok
No, I am not		
3.	<b>ACTIVITIES OF FGMRI</b>	
	<u>How do you feel about our customer service?</u>	Very good
		Good
		Satisfactory
		Unsatisfactory
		I can not judge
	<u>What do you think about the quality of our information and consultancy services?</u>	Very good
		Good
		Satisfactory
		Unsatisfactory
		I can not judge
	<u>Are you satisfied with the length of our services delivery time?</u>	Yes, I am
		It is more or less ok
		No, I am not
<u>In your opinion is there anything else how can we</u>	Your commentary:	

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	<u>improve our service? Any suggestions? Any comments?</u>	
	<u>Did you like how your complaint was handled?</u>	I have not made it so far
		Satisfied
		More or less satisfied
		Unsatisfied
4.	<b>INFORMATION SERVICE OVER ALL</b>	
	<u>What do you think about our employees approach to your request?</u>	Professional
		More or less satisfied
		Unsatisfied
	<u>How do you feel about the transparency and clarity of information you got?</u>	Very good
		Satisfactory
		Unsatisfactory
5.	<b>OTHER OPINIONS AND COMMENTS</b>	

**Thank you very much for filling this questionnaire.**

**You are kindly asked to give it to our employee or send via e-mail to: [qms@vulhm.cz](mailto:qms@vulhm.cz)**