



Certima Customer Survey

2024

Overall service score

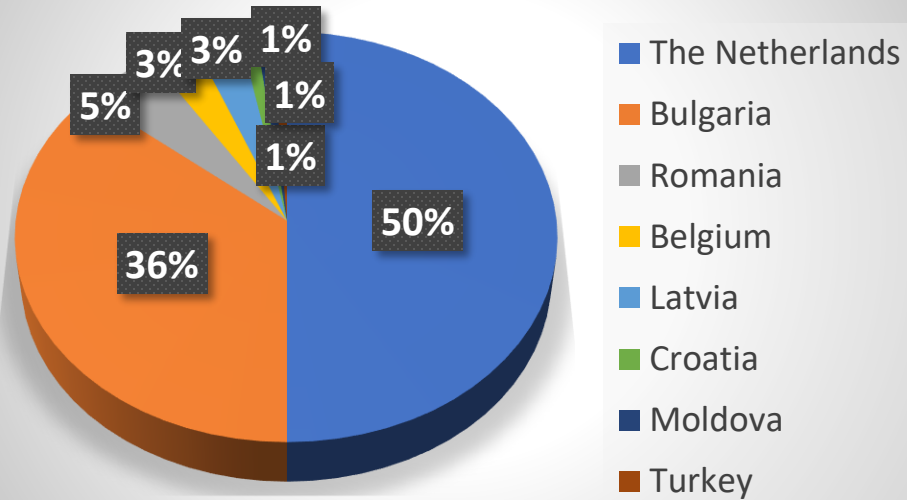
Our
customers
rate us at



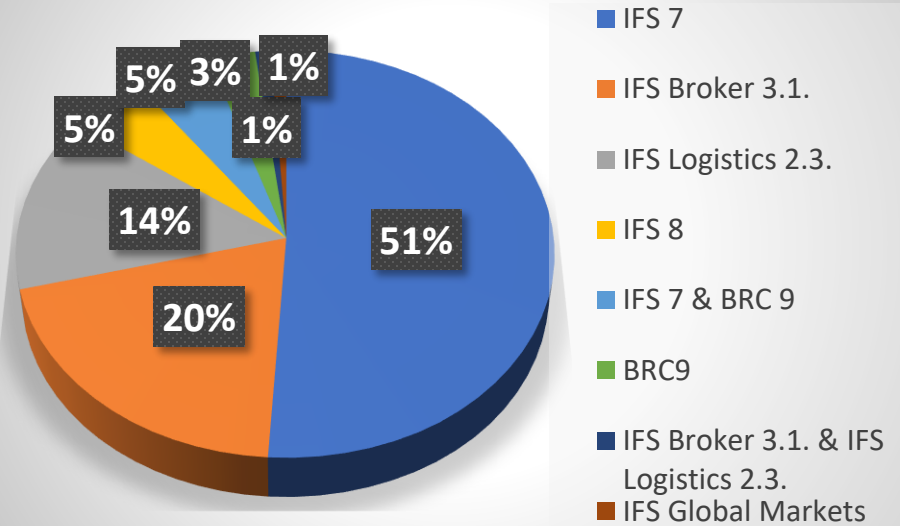
Based on **90 reviews of Certima customers**, the majority submitted their feedback in December 2023 and January 2024

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Distribution by country

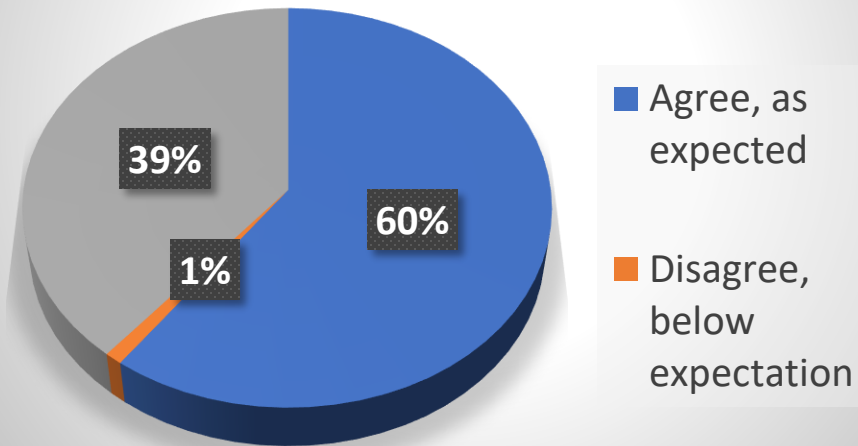


Distribution by standard

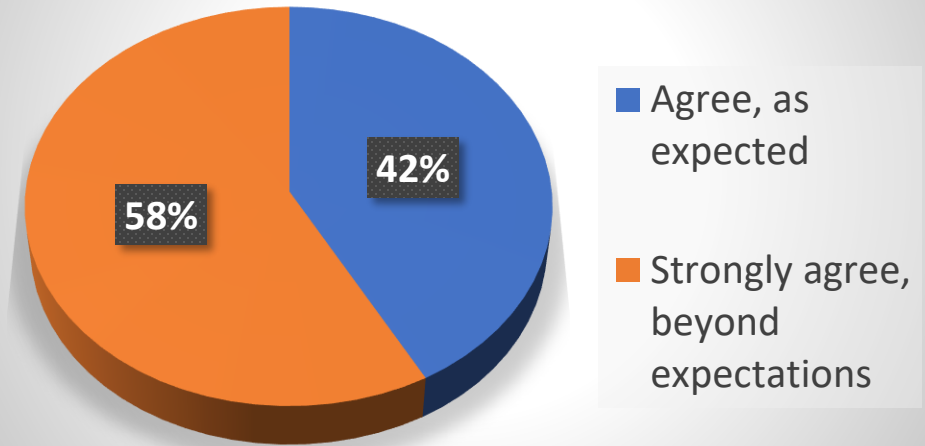


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1. The contact with Certima office regarding requests, offers and planning of audits is pleasant, the handling of questions is smooth and correct.

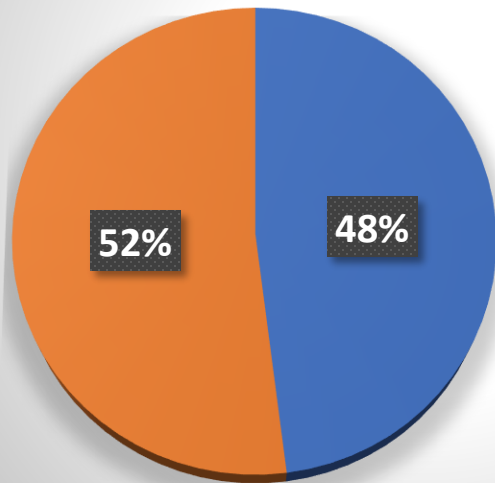


2. The auditor has good knowledge of our industry, products and processes.



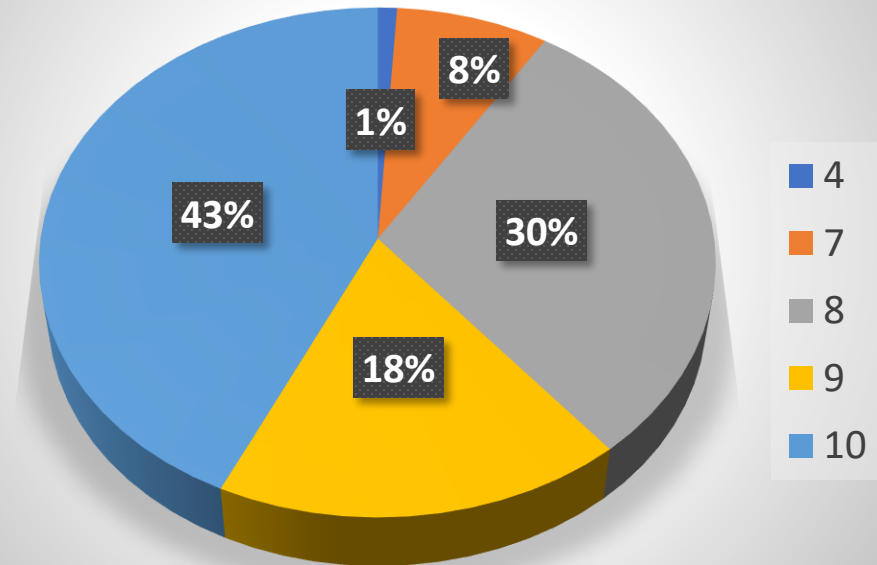
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3. The auditor has explained his findings carefully and convincingly substantiated.



- Agree, as expected
- Strongly agree, beyond expectations

4. What grade do you give for our cooperation?



- 4
- 7
- 8
- 9
- 10