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## Customer Survey Fenestration results



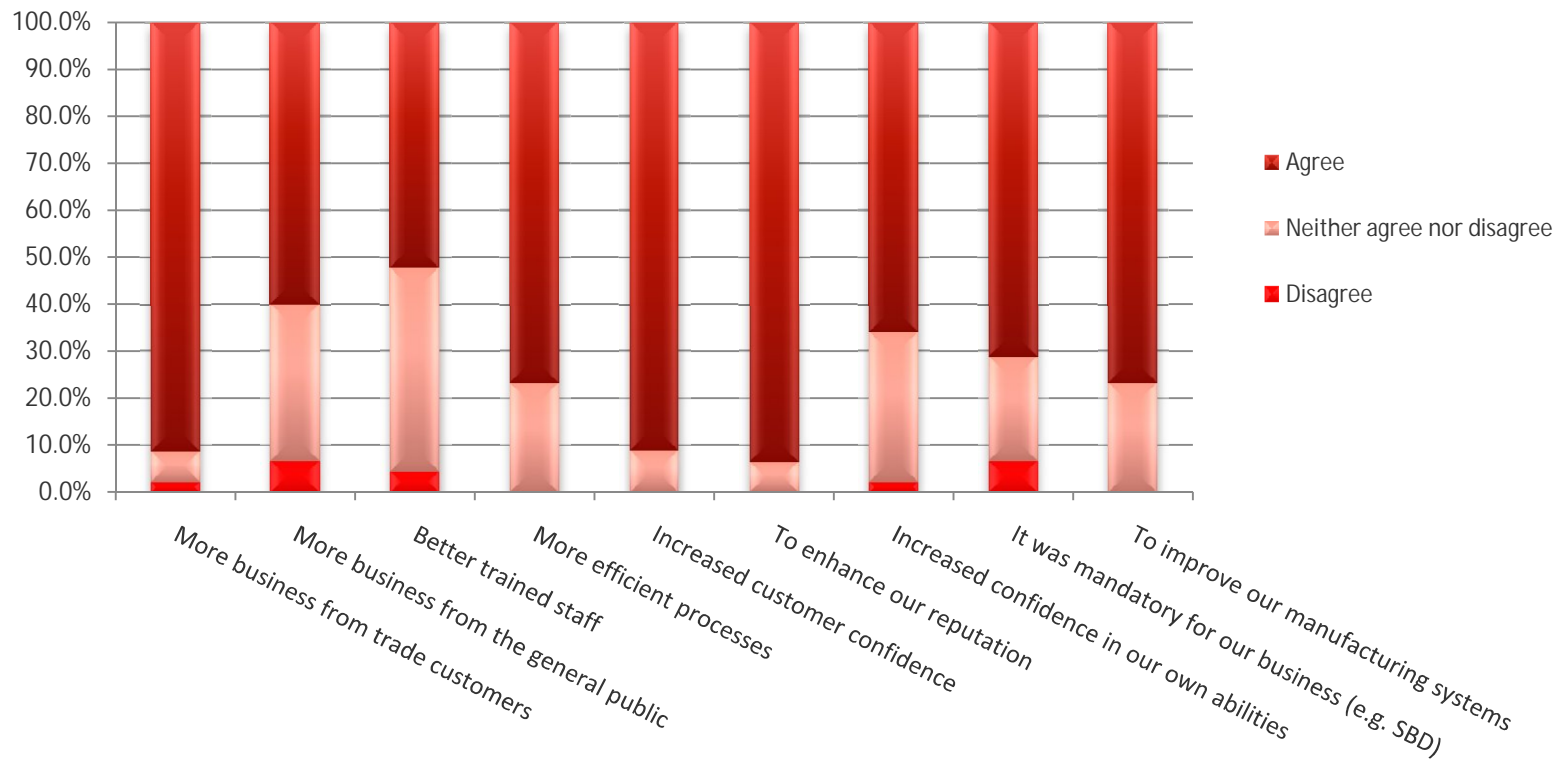
## What were we looking to achieve?

- To gain feedback from our customers who have achieved certification
- To understand the true value and benefits our customers have achieved through the scheme
- To identify opportunities where we can improve our level of support
- Response rate: 29% of all clients
- The following slides show the questions asked and the responses we received

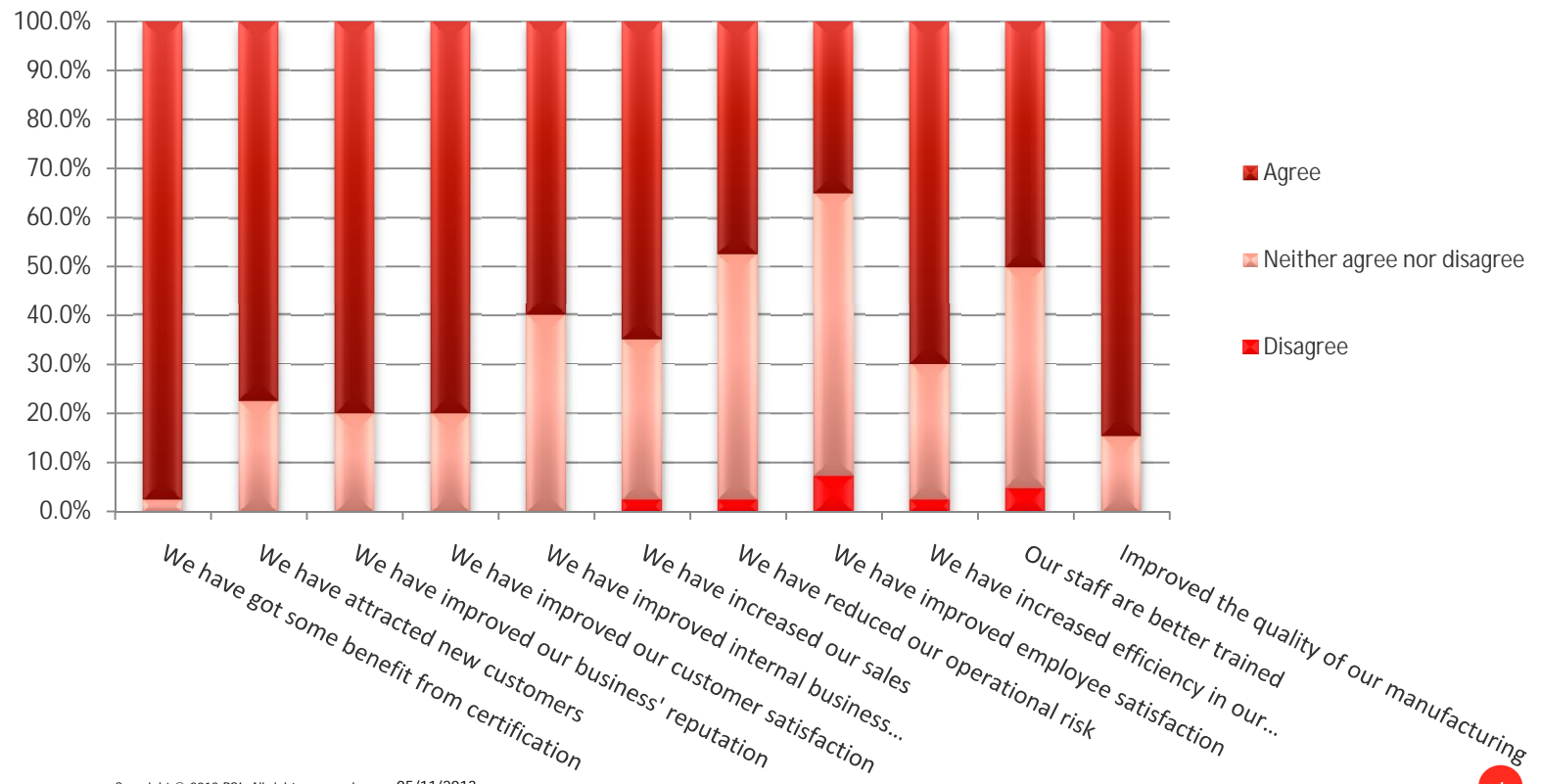
Thank you to all who took the time to complete the questionnaire

Please look out for future updates as we start to develop your publicity toolkit

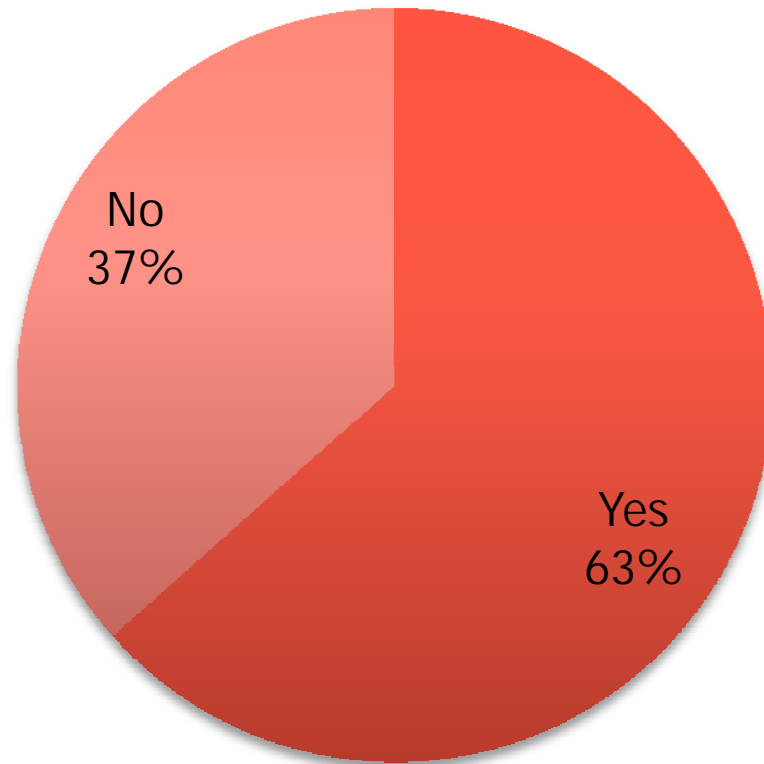
## What were you looking to achieve by gaining certification to the BSI Kitemark™?



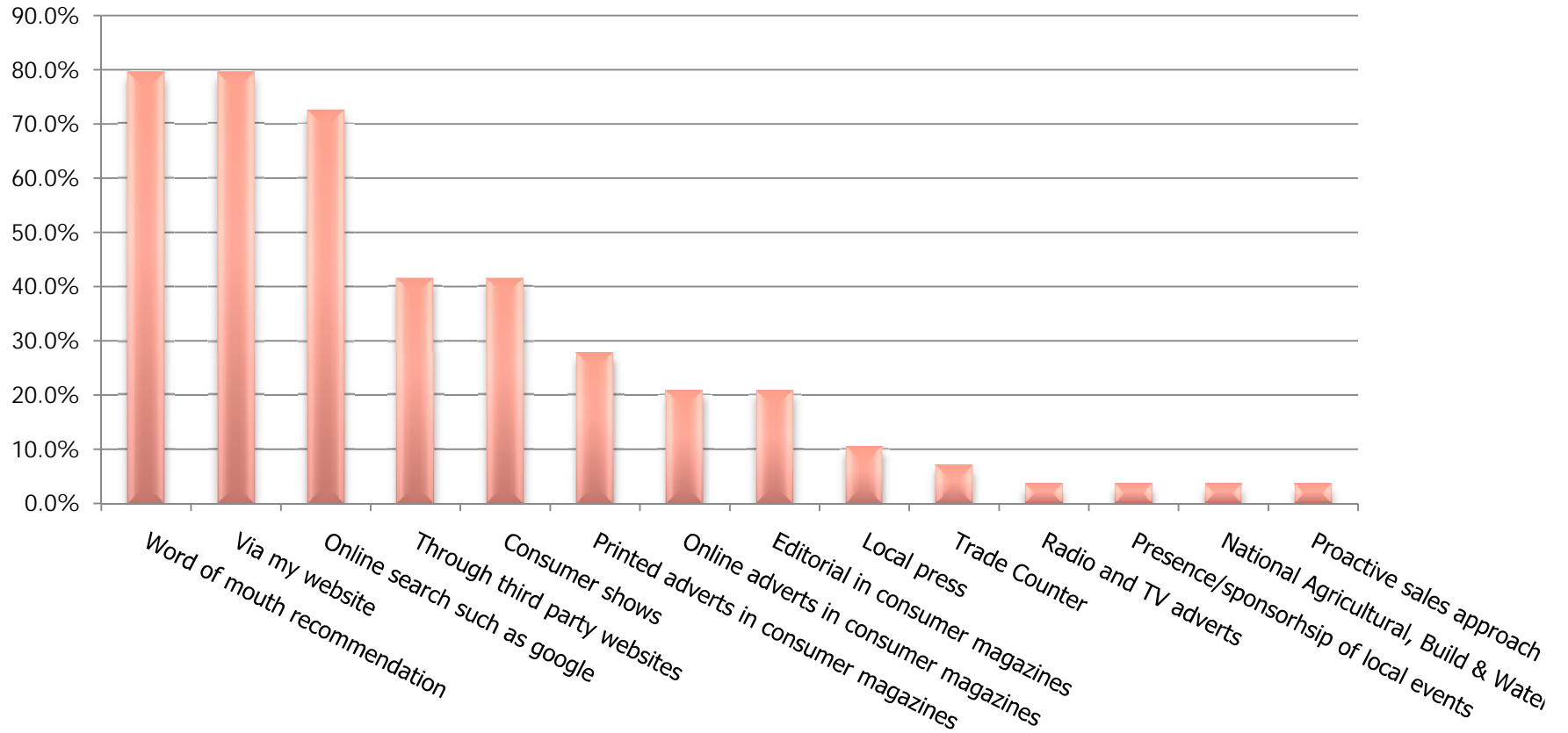
## What have you achieved since gaining certification to the BSI Kitemark™?



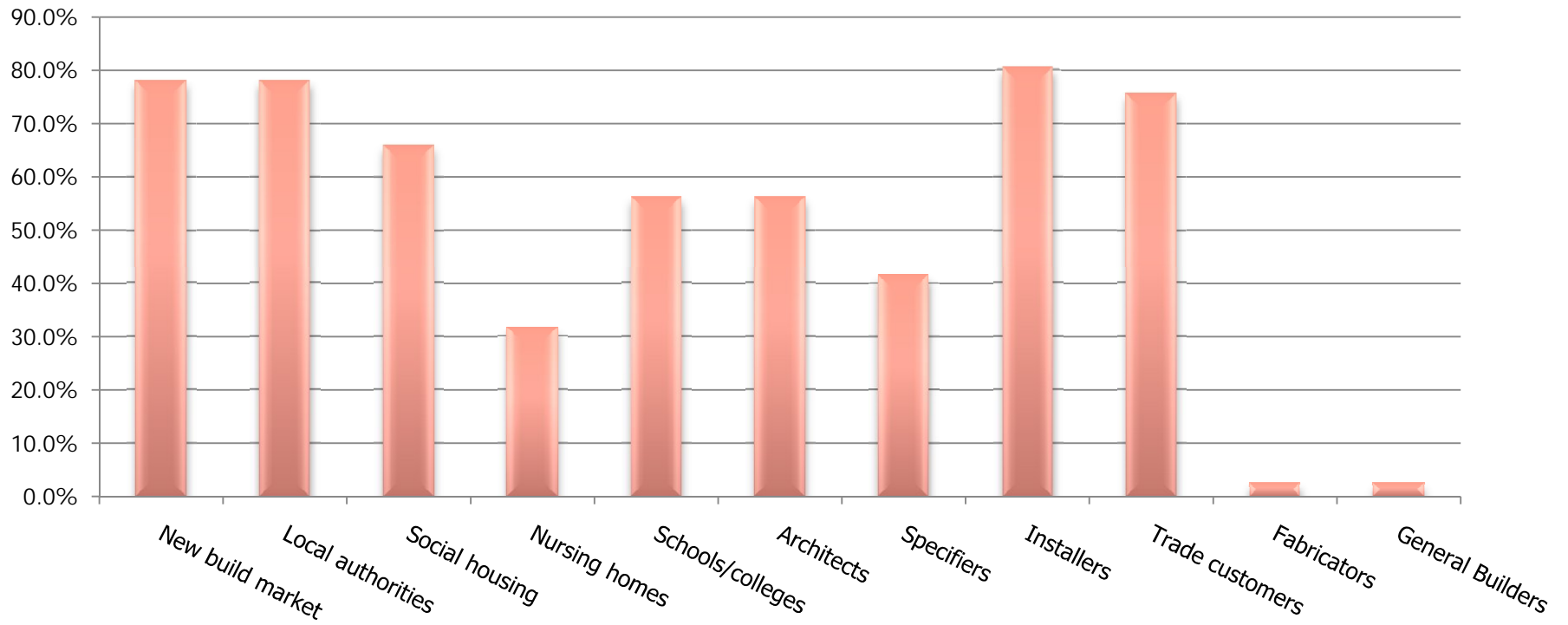
Do you supply to retail customers?



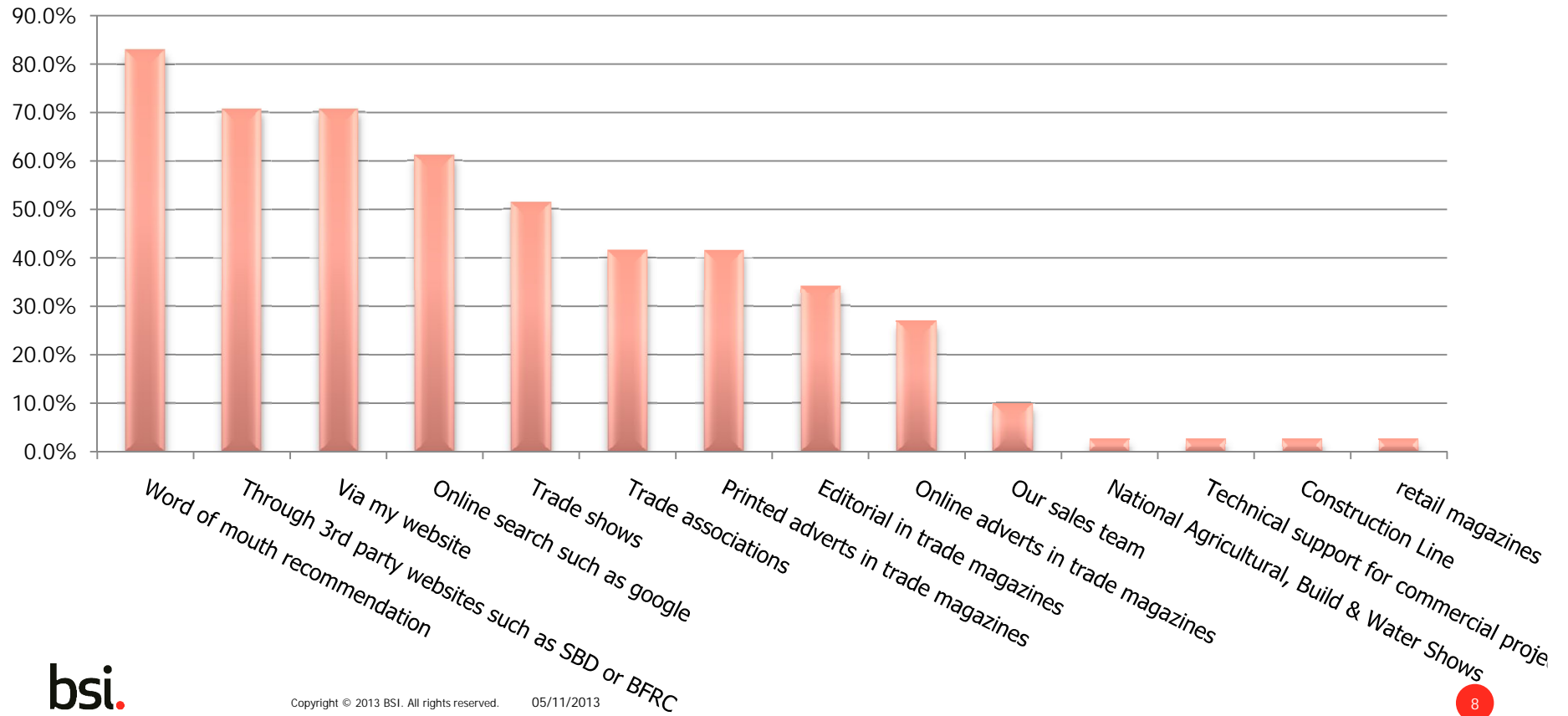
## How do your retail customers find your business?



Please select all who are your trade customers

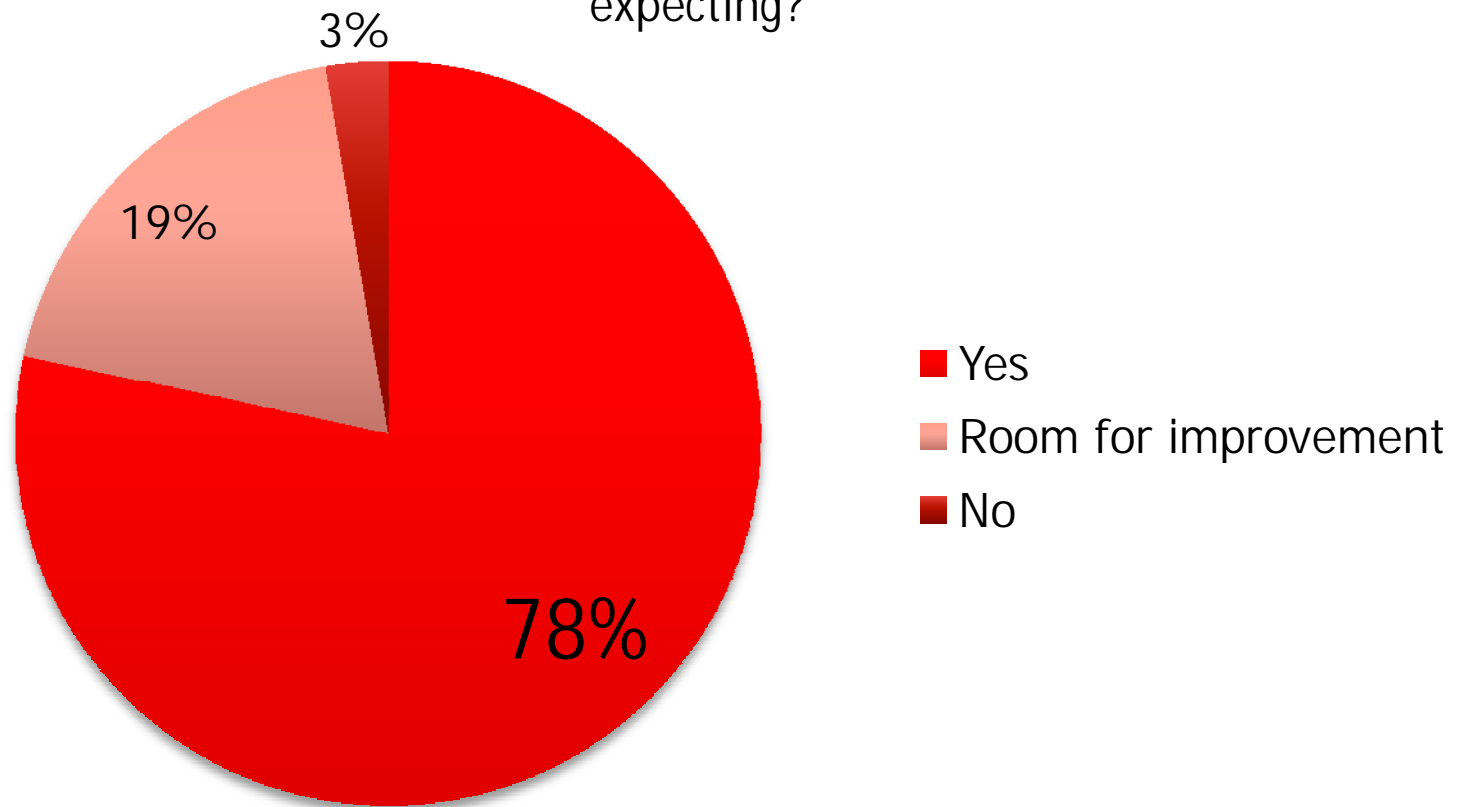


## How do your trade customers find your business?





When you joined us, did you receive the level of support you were expecting?



## Customer feedback highlights

“All contacts with BSI have been helpful with advice on how we could further improve and become more involved with BSI. Most contact has been with BSI assessors. Always polite, helpful with positive feedback. Prompt issue of visit reports. Test house reports are also of a high accurate standard. Independent third party reports that carry the kitemark symbol will always assist any business.”

“From an organisation that is recognised world wide we received the support that one would expect. All the staff with whom we have had contact have been most helpful and courteous. Telephone calls are always responded to and information that we may require is always available in a time scale that is excellent.”

“I cannot fault bsi in their business requirements I believe that their staff are second to none and their greatest asset.”

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What does BSI Kitemark mean to you?



What does BSI Kitemark mean to your trade customers?



What does BSI Kitemark mean to your retail customers?



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## What would you like us to do better?

