

BOARD OF ENGINEERS MALAYSIA
CUSTOMER SERVICE SURVEY FORM

Our goal is to provide you with the best possible service and your input is vital to our success. Please help us serve you and others better by taking a few minutes to answer the questions below. Thank you for responding.

BEM Secretary

Please tick (√) where applicable:

A. What was the nature of your contact with us?

- | | | |
|---|---|--|
| <input type="radio"/> Registration | <input type="radio"/> Complaint/
Professional Practice | <input type="radio"/> Examination/
Training |
| <input type="radio"/> Accreditation | <input type="radio"/> Finance | <input type="radio"/> Publication / IT |
| <input type="radio"/> General information | <input type="radio"/> Other (specify): | |

B. Type of communication

- | | | | |
|-------------------------------|---------------------------------|-----------------------------|------------------------------|
| <input type="radio"/> Counter | <input type="radio"/> Telephone | <input type="radio"/> Email | <input type="radio"/> Letter |
|-------------------------------|---------------------------------|-----------------------------|------------------------------|

1. PERSONNEL (Please tick [√] where applicable)

	ITEMS	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	NOT APPLICABLE
a	Respectful and courteous						
b	Knowledgeable & skilful						
c	Helpful						
d	Friendly & Polite						
e	Overall Service Quality						

2. FACILITIES AND COMMUNICATION (Please tick [√] where applicable)

	ITEMS	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	NOT APPLICABLE
a	Waiting Area						
b	Signage						
c	Cleanliness						
d	Telephone / Facsimile / email						
e	BEM Publication						
f	BEM Website						

3. **WAITING TIME FOR SERVICES** (Please tick [√] where applicable)

	ISSUES	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	NOT APPLICABLE
a	Application for registration						
b	Renewal of registration						
c	Enquiry on status of Complaint against Engineer						
d	Enquiry on Scale of Fees						
e	Application for Examination						
f	Application for Accreditation of engineering programmes						
g	Enquiry on Engineers Act & Regulation						
h	Enquiry on Publication						
i	Enquiry on Information Technology						

4. Views or suggestions for improvement (if any):

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5. How can we contact you? (if needed)

Name of individual:

Address:

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Telephone: Email:

Kindly send this form to:

Executive Director
 BOARD OF ENGINEERS MALAYSIA
 17th Floor, Block F, JKR Headquarters
 Jalan Sultan Salahuddin
 50580 Kuala Lumpur.

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 Email: bem1@jkr.gov.my