Quarter 1 Headlines

87% of UKAS customers were either satisfied or very satisfied with the current service they are receiving from UKAS.

96% of UKAS customers were either satisfied or very satisfied with the technical knowledge and skills of the assessment team.

88% of UKAS customers were either satisfied or very satisfied that the assessment report was provided in a timely manner.

79% of UKAS customers were either satisfied or very satisfied that they received feedback on their evidence submission promptly (within 4 weeks).

If you would like to submit feedback outside the CSS process please email customerfeedback@ukas.com.
What are we doing with your feedback and what are we working in?

As a UKAS customer you may wonder what UKAS does with all the feedback it receives about the services it provides.

UKAS takes feedback from our customers very seriously and all the feedback we receive, whether it is solicited or unsolicited, is collated, reviewed and analysed to determine how UKAS can further support our customers in promoting accreditation and improving its service. Outlined below are just some of the changes we have undertaken during this quarter:

- Business Benefits site to further promote the benefits of standards certification, testing, inspection and accreditation published on UKAS website.
- New “Who is doing your calibration work?” brochure published promoting the benefits of using accredited calibration services.
- Updated the Standards and Accreditation handbook for Government and regulators which provides an overview of how standards and accreditation can be used to deliver policy and regulatory outcomes.

What is the Single Most Positive Impact Accreditation has had on your Business?

- Improved user confidence
- Improved quality, lowered risk to patient safety
- Attracts new customers
- Increased sales revenue and profit.
- Gives staff a sense of pride
- Helping us to continually move forwards
- Enhanced reputation

UKAS Customer Satisfaction (CSS) Survey Quarter 1 2018/19

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