

Customer Satisfaction Forms

To: QRS SURVEYORS, STAFF & OTHER INTERESTED PARTIES

August 14th, 2023

A fundamental concept of any management system is that of Continuous Improvement. As you are aware, this is no different with QRS' quality management system, whereby all feedback received from customers, as well as any other interested parties, is taken into consideration to make changes necessary to achieve quality by meeting or exceeding the customers' expectations.

One important tool for receiving necessary feedback is the Customer Satisfaction Form, which is used in accordance with our quality procedure PG-0805, both attached to this circular for easy reference.

It needs to be considered, however, that to comply with the requirements of independence and impartiality set forth by the RO Code, it is important that these forms be completed by a representative of the shipowner or ship manager, as final clients of our service.

In view of the above, we kindly request that you help us in obtaining this form

signed for each job from a Company representative (such as Superintendent or Master), after final completion of each job (i.e., after delivery of final certificate). Please explain to them that the intention is for the complete process to be evaluated, from the original request for survey to the final delivery of full-term certificate.

