**ILNAS/DCN/F010**

**Customer survey on supervision services**

Modifications: Layout

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| **Supervised entity** |  | **Identification n°** |  |

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| **Supervision dates** | **Meeting** | **Participants** |
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| **Scope of supervision** |  |

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| **Supervision team** | |
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| **Evaluation of the quality of the ILNAS services**  (1 = very good, 2 = good, 3 = satisfactory, 4 = unsatisfactory, 5 = poor) | Points |
| Did you feel that the scheduling of the supervision was organised within a reasonable period of time? |  |
| If unsatisfactory, please specify: | |
| Did the ILNAS agents deal with your file in a satisfactory way? |  |
| If unsatisfactory, please specify: | |
| Was the duration of the supervision acceptable? |  |
| If unsatisfactory, please specify: | |
| Was the number of ILNAS agents justified? |  |
| If unsatisfactory, please specify: | |
| Were the activities of your organisation excessively disrupted by the supervision? |  |
| If unsatisfactory, please specify: | |
| Could you find all information you needed to prepare for the supervision on the ILNAS Internet site? |  |
| If unsatisfactory, please specify: | |
| Did the supervision bring an added value to your organisation? |  |
| Which added value?    If unsatisfactory, please specify: | |
| Is the ILNAS supervision system comprehensible? |  |
| If unsatisfactory, please specify: | |
| Was the ILNAS decision about supervision status made within a reasonable period of time? |  |
| If unsatisfactory, please specify: | |
| Average points |  |

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| **Evaluation of the ILNAS Officer for supervision**  (1 = very good, 2 = good, 3 = satisfactory, 4 = unsatisfactory, 5 = poor) | Points |
| Did you receive the supervision schedule in time? |  |
| Did you feel that the supervision had been well prepared? |  |
| Did the Officer for supervision have a good understanding of supervision techniques? |  |
| Did the Officer for supervision have a good understanding of the supervision scope? |  |
| Did the Officer for supervision have an adequate understanding of your business? |  |
| Was the Officer for supervision adequately open to dialogue? |  |
| Was the quality of the relations good? |  |
| Were the findings raised comprehensible and clearly drafted? |  |
| Were the findings raised relevant? |  |
| Did the conclusions of the Officer for supervision seem to you to be justified and relevant? |  |
| Average points |  |

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| **Evaluation of the ILNAS Agent (1)**  (1 = very good, 2 = good, 3 = satisfactory, 4 = unsatisfactory, 5 = poor) | Points |
| Did the ILNAS Agent have a good understanding of supervision techniques? |  |
| Did the ILNAS Agent have a high standard of technical knowledge? |  |
| Was the ILNAS Agent adequately open to dialogue? |  |
| Was the quality of the relations good? |  |
| Were the findings raised comprehensible and clearly drafted? |  |
| Were the findings raised relevant? |  |
| Did the ILNAS Agent’s conclusions seem to you to be justified and relevant? |  |
| Average points |  |

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| **Comments and suggestions** |
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| Name |  | Signature |  | Date |  |