



Ministry of Agriculture and Forests
Bhutan Agriculture and Food Regulatory Authority
CERTIFICATION SERVICES

FEEDBACK FROM THE COMPANY/CLIENT THAT HAS BEEN AUDITED

1. Name of the Company/Client:

2. Type of audit:

3. Date(s) of audit:

4. Performance rating:

Clause	Particulars	Evaluation	
		Yes	No
4.1	Quality of Audit		
4.1.1	Did you get the audit intimation sufficiently in advance?		
4.1.2	Was the audit carried out as per the programme?		
4.1.3	Did the team leader brief you about the methodology of audit?		
4.1.4	Were the issues raised relevant, based on requirements / facts		
4.1.5	Did the issues add value in terms of improving your existing processes?		
4.1.6	Did the audit team evaluate your system sufficiently to come to a conclusion? (Please highlight any key concerns missed out by the team)		
4.1.7	Did the audit team check relevant records to verify and collect evidence of compliance?		
4.1.08	Was the audit team impartial and fair in inspection?		
4.1.09	Was the audit team knowledgeable about the standard and audit techniques		
4.2	Quality of Sampling		
4.2.1	Were the representative samples taken by the audit team?		
4.2.2	Were the samples properly coded and counter signed by you representative?		
4.2.3	Were the counter samples left with you?		



Ministry of Agriculture and Forests
Bhutan Agriculture and Food Regulatory Authority
CERTIFICATION SERVICES

4.3	Quality of communication and response		
4.3.1	Were your communications replied to promptly?		
4.3.2	Did you get sufficient info about the audit before audit?		
4.3.3	Did you get the audit reports in reasonable time from the date of audit?		
4.3.4	Were you satisfied with the speed of decision making by Certification Services of BAFRA?		

5. General

5.1 What would you suggest that we do differently?

5.2 Overall service rating

Excellent (5) Very Good (4) Good (3) Average (2) Poor (1)

Note- Please send the filled up form to the Certification Manager, Certification Services Section of BAFRA in a sealed envelope.

Name of company/Client Representative:

Designation:

Date: