

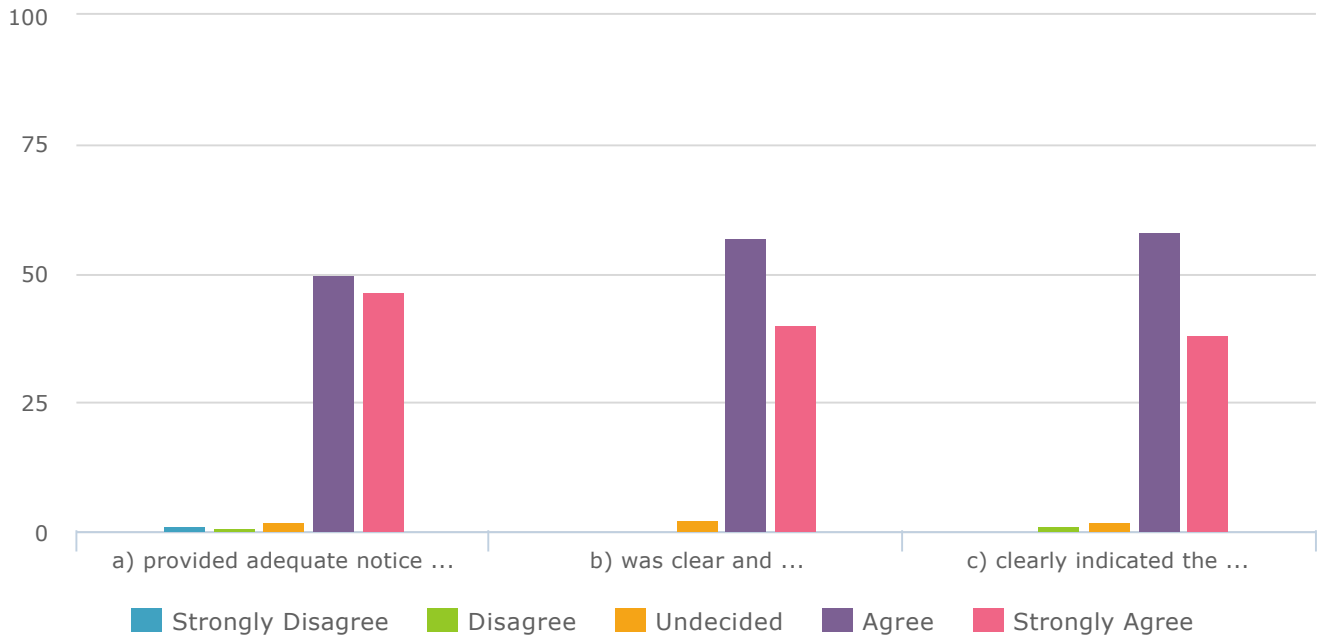


National Association of Testing Authorities, Australia



Scheduled Technical Survey Report

1. 1. The correspondence advising of the upcoming assessment activity:

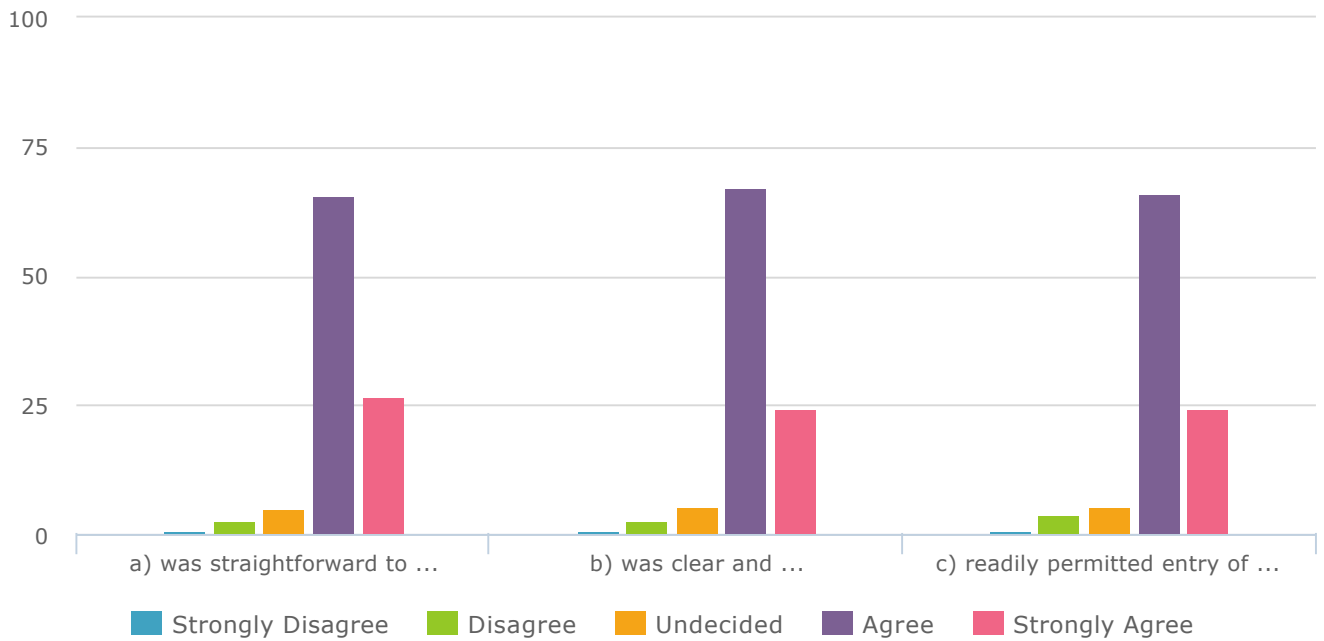


	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) provided adequate notice of the visit	6 1.19%	4 0.79%	9 1.78%	251 49.70%	235 46.53%	505
b) was clear and uncomplicated in its format	2 0.40%	1 0.20%	12 2.39%	287 57.06%	201 39.96%	503
c) clearly indicated the documents and information required by NATA	2 0.40%	6 1.19%	10 1.98%	293 58.13%	193 38.29%	504

Total Responses 505

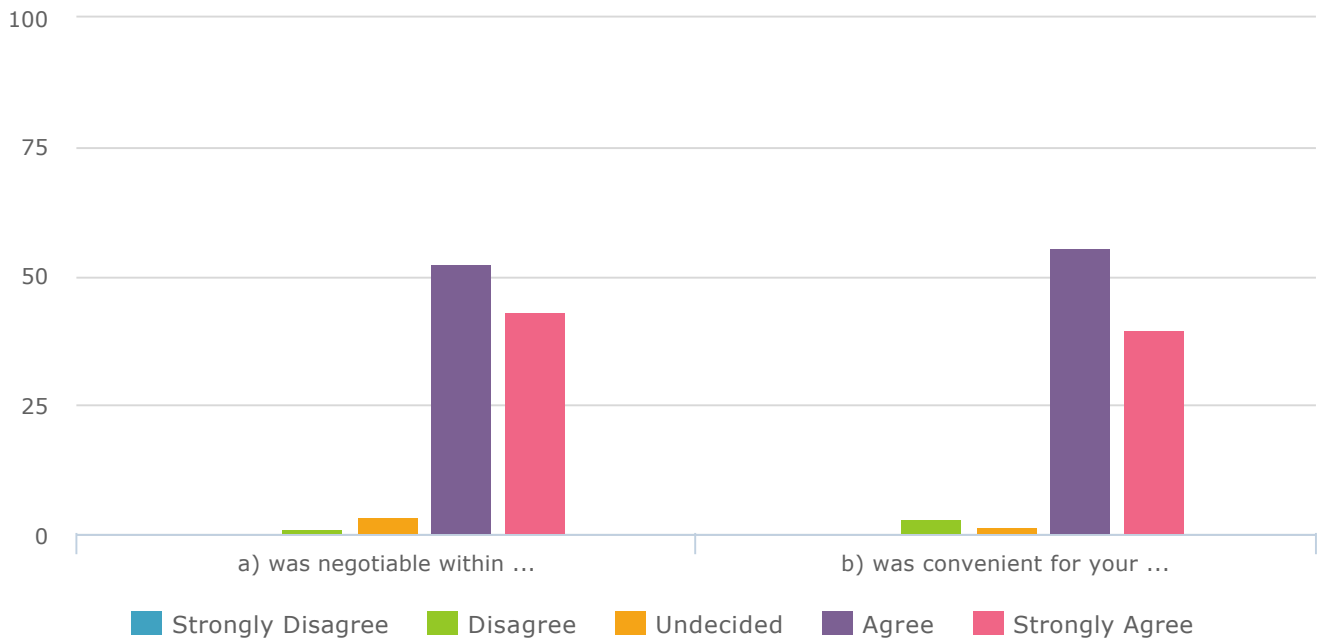
Skipped 0

2. 2. The Assessment Information Document or equivalent:



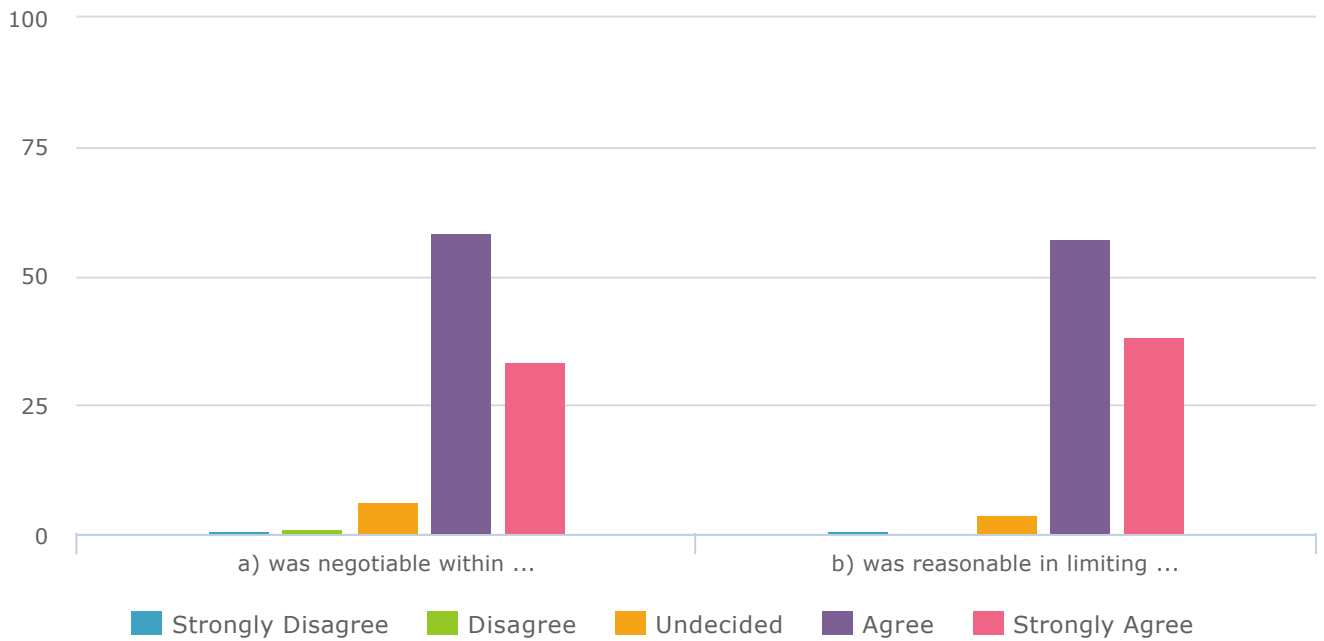
	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was straightforward to complete	3 0.60%	13 2.60%	24 4.80%	327 65.40%	133 26.60%	500
b) was clear and uncomplicated in its format	3 0.60%	14 2.79%	26 5.19%	336 67.07%	122 24.35%	501
c) readily permitted entry of all necessary information	4 0.80%	18 3.60%	26 5.20%	330 66.00%	122 24.40%	500
Total Responses						502
Skipped						3

3. 3. The timing of the visit:



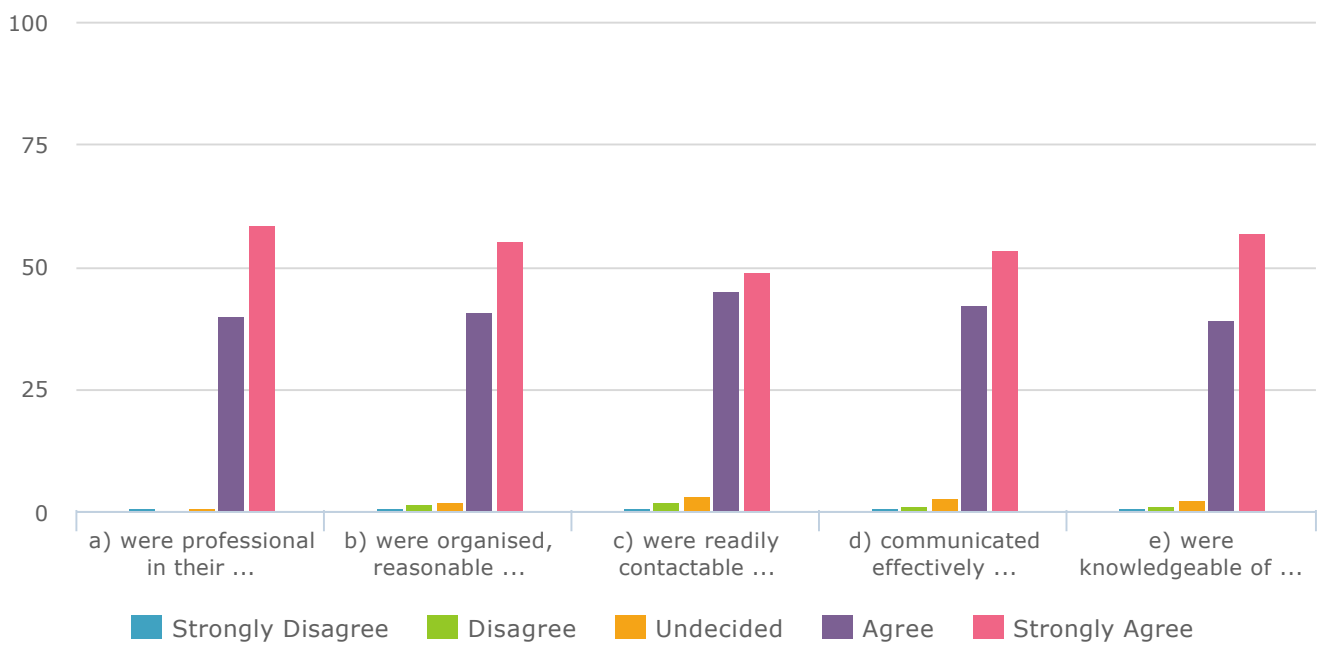
	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was negotiable within reason	1 0.20%	5 1.01%	16 3.23%	259 52.32%	214 43.23%	495
b) was convenient for your facility	1 0.20%	14 2.83%	8 1.62%	275 55.56%	197 39.80%	495
Total Responses						497
Skipped						8

4. 4. The selection of a technical assessor:



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was negotiable within reason	3 0.60%	6 1.20%	31 6.21%	292 58.52%	167 33.47%	499
b) was reasonable in limiting potential conflicts of interest	3 0.60%	2 0.40%	18 3.59%	287 57.29%	191 38.12%	501
Total Responses						502
Skipped						3

5. 5. NATA staff:

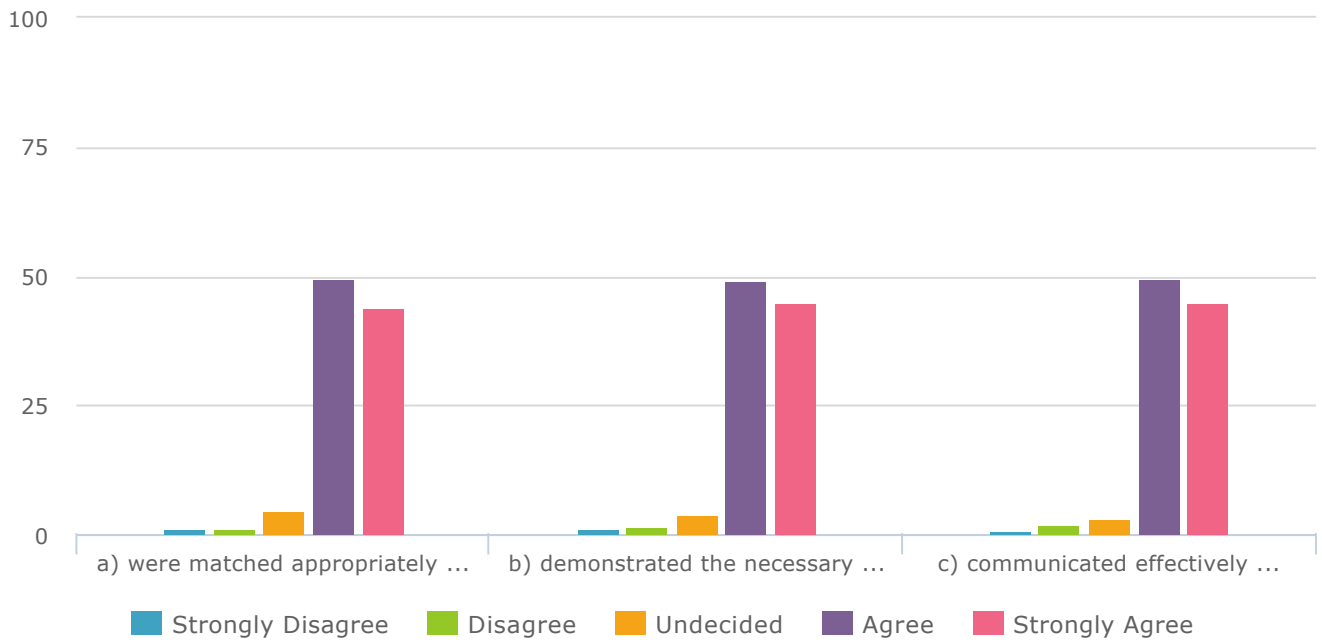


	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) were professional in their dealings with you	4 0.80%	1 0.20%	3 0.60%	201 39.96%	294 58.45%	503
b) were organised, reasonable and accountable	3 0.60%	7 1.39%	10 1.99%	204 40.56%	279 55.47%	503
c) were readily contactable and quick to respond	3 0.60%	10 1.99%	16 3.19%	227 45.22%	246 49.00%	502
d) communicated effectively with you and your staff	3 0.60%	6 1.19%	14 2.78%	213 42.26%	268 53.17%	504
e) were knowledgeable of NATA's requirements	4 0.80%	5 1.00%	11 2.19%	197 39.24%	285 56.77%	502

Total Responses 504

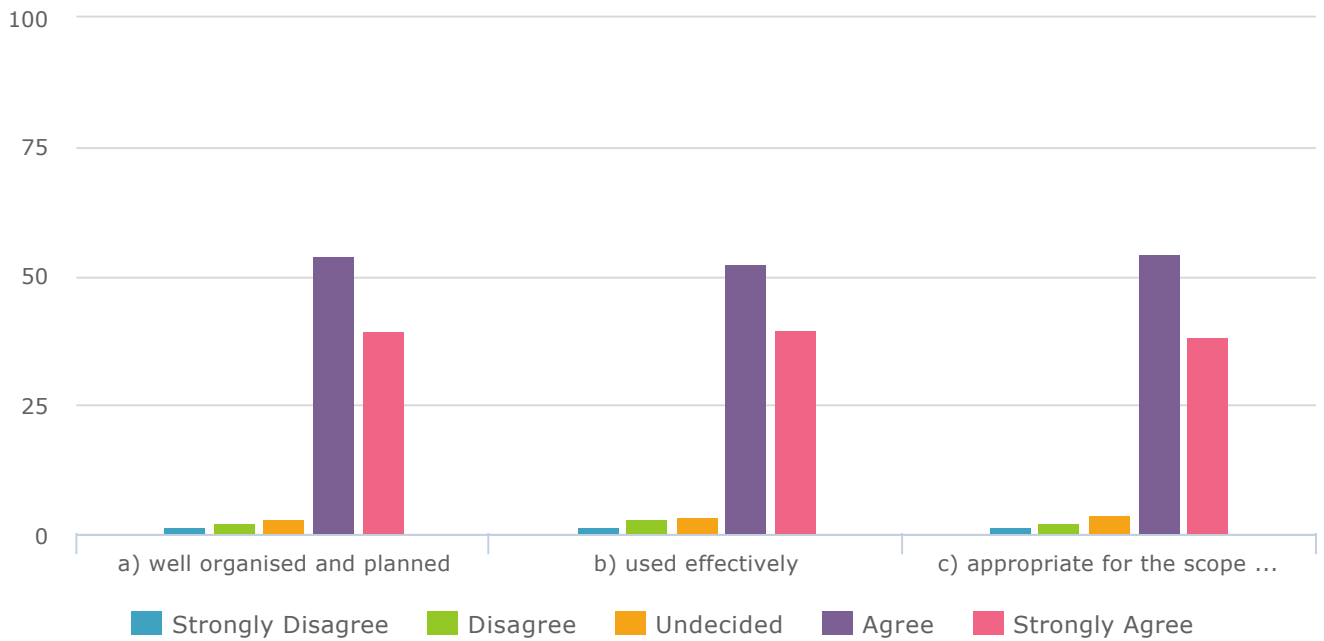
Skipped 1

6. 6. The technical assessor(s):



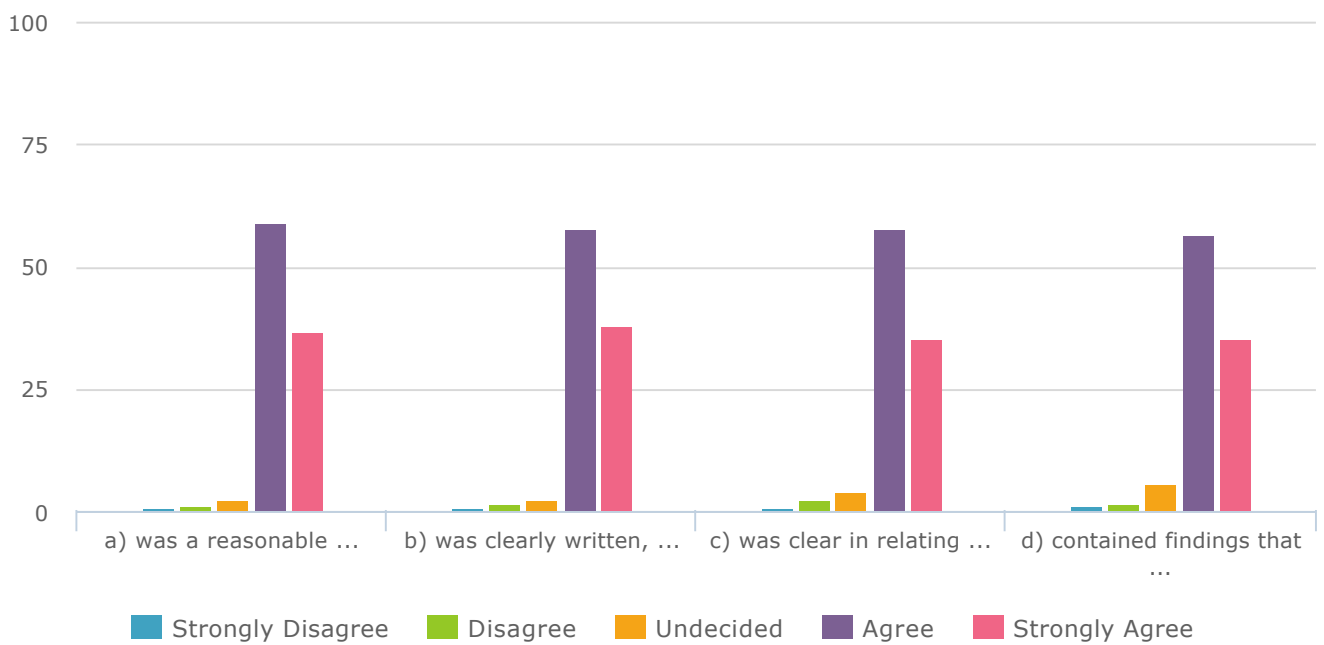
	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) were matched appropriately with your facility's scope	5 1.00%	5 1.00%	23 4.62%	247 49.60%	218 43.78%	498
b) demonstrated the necessary technical expertise	5 1.00%	7 1.41%	18 3.61%	245 49.20%	223 44.78%	498
c) communicated effectively with you and your staff	4 0.80%	9 1.81%	14 2.81%	247 49.60%	224 44.98%	498
Total Responses						499
Skipped						6

7. 7. The time the assessment team spent on site was:



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) well organised and planned	7 1.41%	12 2.41%	15 3.01%	269 54.02%	195 39.16%	498
b) used effectively	7 1.41%	14 2.81%	17 3.41%	262 52.61%	198 39.76%	498
c) appropriate for the scope of the accreditation	8 1.60%	11 2.20%	18 3.61%	271 54.31%	191 38.28%	499
Total Responses						499
Skipped						6

8. 8. The report left at the end of the visit:

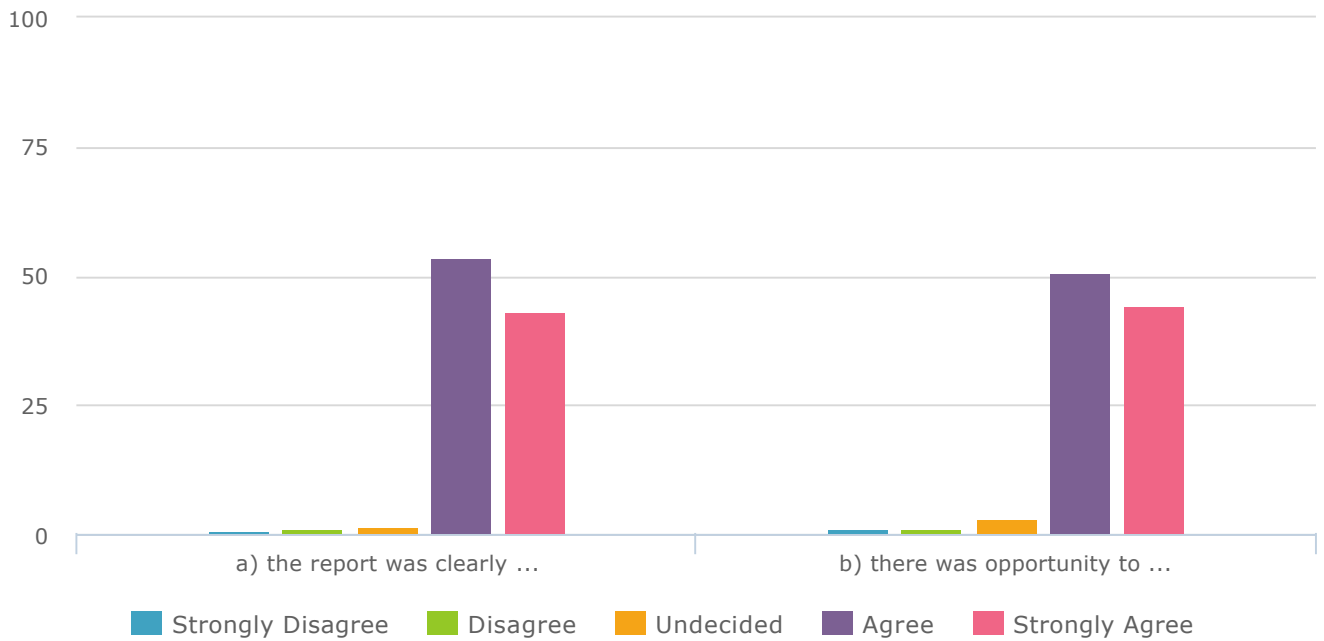


	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was a reasonable reflection of discussions during the visit	4 0.80%	6 1.19%	12 2.39%	296 58.85%	185 36.78%	503
b) was clearly written, expressed and understandable	3 0.60%	7 1.39%	12 2.39%	290 57.77%	190 37.85%	502
c) was clear in relating conditions to particular requirements	4 0.80%	11 2.20%	20 3.99%	289 57.68%	177 35.33%	501
d) contained findings that were based on objective evidence	6 1.19%	8 1.59%	28 5.57%	285 56.66%	176 34.99%	503

Total Responses 505

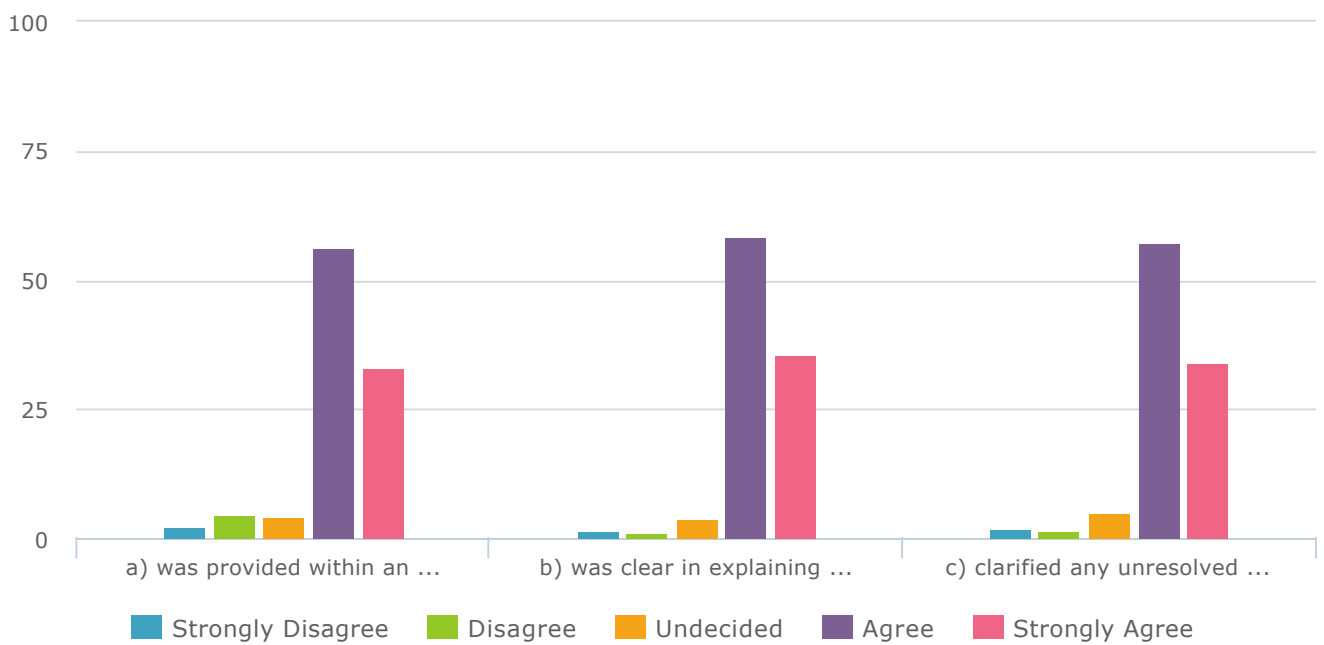
Skipped 0

9. 9. During the exit meeting:



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) the report was clearly presented and explained	4 0.80%	5 1.00%	8 1.60%	268 53.60%	215 43.00%	500
b) there was opportunity to discuss findings with the assessment team	5 1.00%	6 1.20%	15 3.00%	253 50.60%	221 44.20%	500
Total Responses						501
Skipped						4

10. 10. The subsequent letter and confirmed report:



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was provided within an acceptable time frame	11 2.18%	22 4.37%	21 4.17%	284 56.35%	166 32.94%	504
b) was clear in explaining any action required	7 1.39%	5 0.99%	19 3.77%	294 58.33%	179 35.52%	504
c) clarified any unresolved matters and explained any changes to the content of the report	9 1.80%	8 1.60%	25 5.00%	287 57.40%	171 34.20%	500

Total Responses 504

Skipped 1