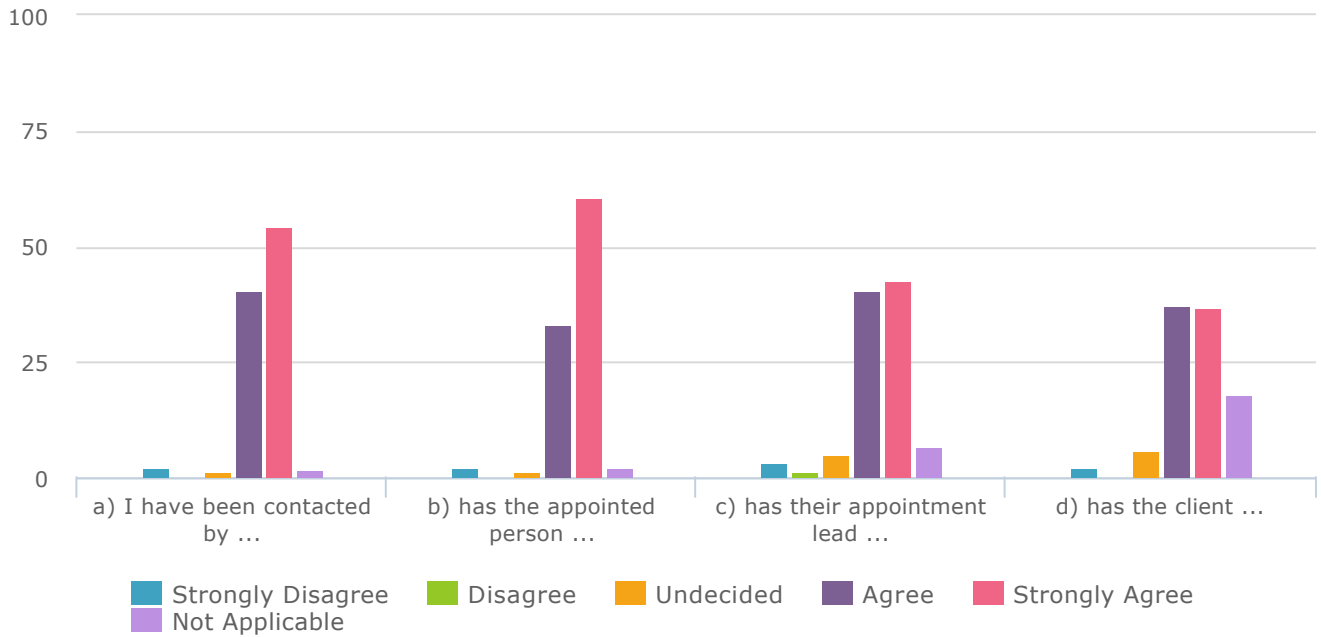




Assessment Activity Survey Report

1. Management and delivery of accreditation related activities



| | Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree | Not Applicable | Resp |
|--|-------------------|------------|------------|--------------|----------------|----------------|------|
| a) I have been contacted by the person designated as client co-ordinator of our accreditation and their role explained | 4 2.25% | 0 0.00% | 2 1.12% | 72 40.45% | 97 54.49% | 3 1.69% | 1 |
| b) has the appointed person handled any general communications you may have | 4 2.25% | 1 0.56% | 2 1.12% | 59 33.15% | 108 60.67% | 4 2.25% | 1 |

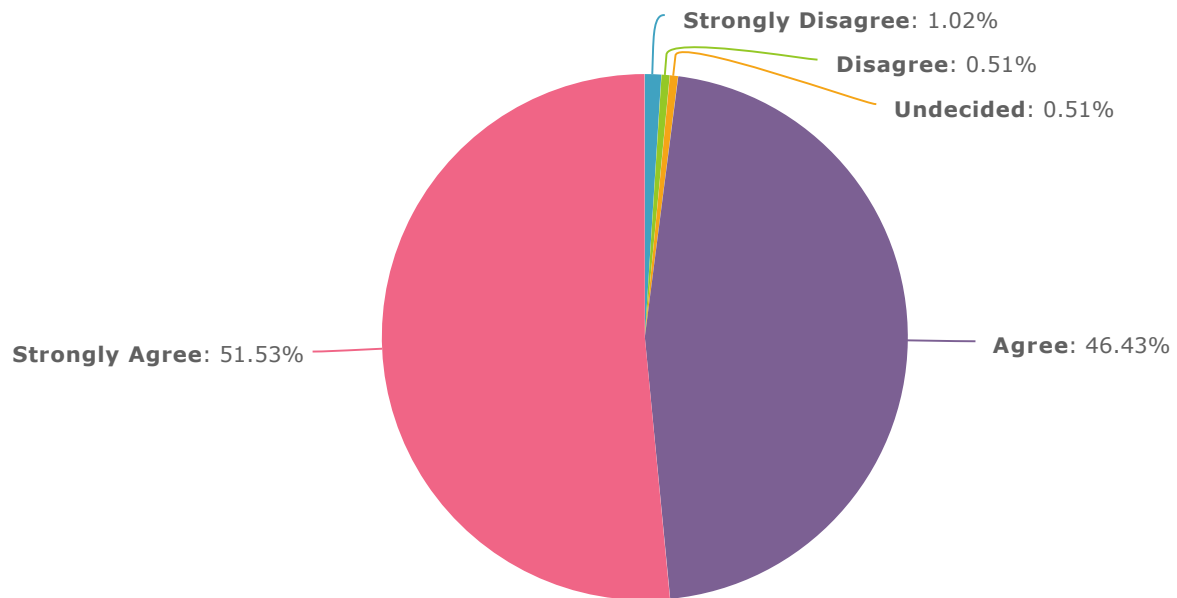
had e.g.
Regarding NATA
processes

| | | | | | | | |
|--|-------------------|-------------------|--------------------|---------------------|---------------------|---------------------|---|
| c) has their appointment lead to a minimisation of duplication of the assessment of your management system | 6 3.43% | 2 1.14% | 9 5.14% | 71 40.57% | 75 42.86% | 12 6.86% | 1 |
| d) has the client co-ordinator facilitated assessment visits, e.g. joint visits previously undertaken unilaterally | 4 2.30% | 0 0.00% | 10 5.75% | 65 37.36% | 64 36.78% | 31 17.82% | 1 |

Total Responses 178

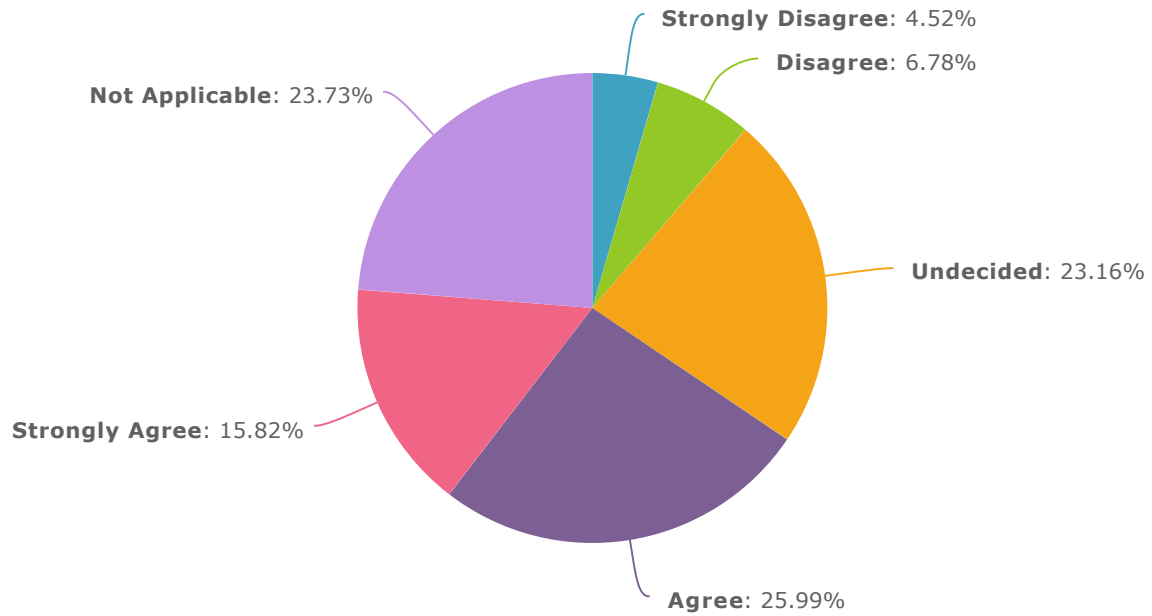
Skipped 20

2. 2. Were the arrangements for the assessment activity reasonably negotiated with you?



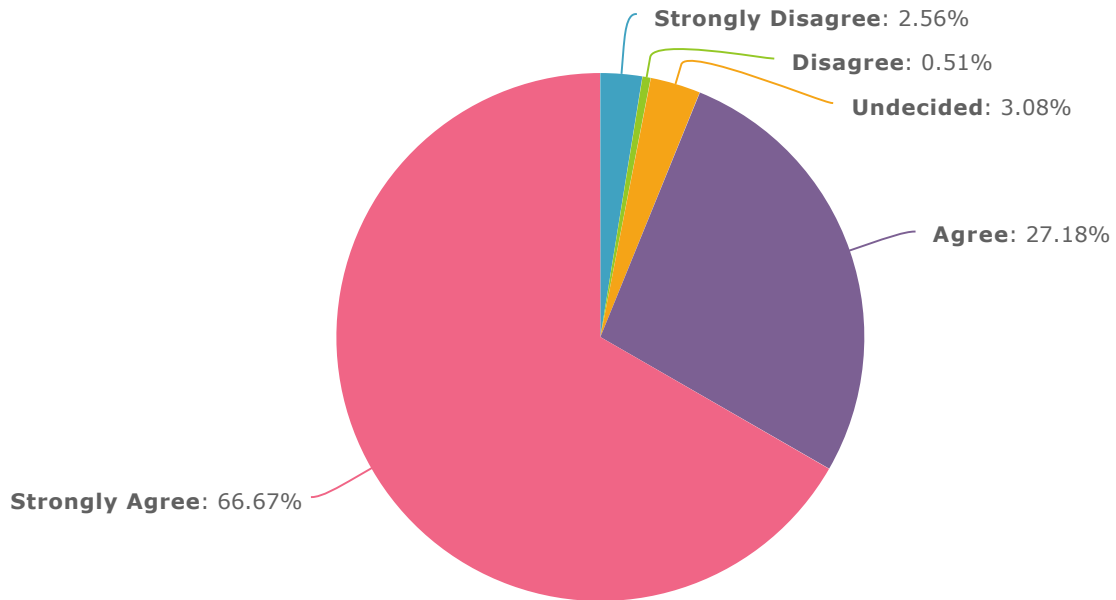
| | | |
|-------------------|--------|-----|
| Strongly Disagree | 1.02% | 2 |
| Disagree | 0.51% | 1 |
| Undecided | 0.51% | 1 |
| Agree | 46.43% | 91 |
| Strongly Agree | 51.53% | 101 |
| Comments | 0.00% | 0 |
| Total Responses | | 196 |
| Skipped | | 2 |

3. 3. Was the Members Portal useful in facilitating the accreditation process?



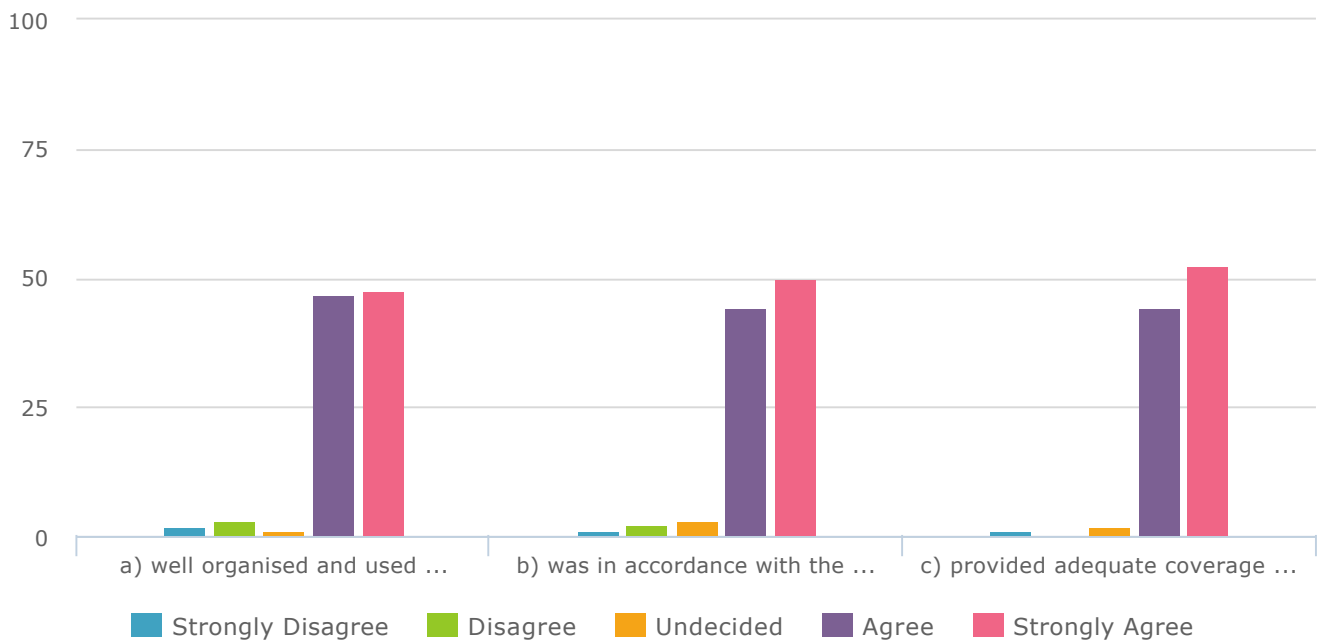
| | | | |
|-------------------|--------|--|-----|
| Strongly Disagree | 4.52% | | 8 |
| Disagree | 6.78% | | 12 |
| Undecided | 23.16% | | 41 |
| Agree | 25.99% | | 46 |
| Strongly Agree | 15.82% | | 28 |
| Not Applicable | 23.73% | | 42 |
| Total Responses | | | 177 |
| Skipped | | | 21 |

4. 4. Were the NATA staff effective and professional in dealing with you and your staff?



| | | | |
|-------------------|--------|--|-----|
| Strongly Disagree | 2.56% | | 5 |
| Disagree | 0.51% | | 1 |
| Undecided | 3.08% | | 6 |
| Agree | 27.18% | | 53 |
| Strongly Agree | 66.67% | | 130 |
| Comments | 0.00% | | 0 |
| Total Responses | | | 195 |
| Skipped | | | 3 |

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

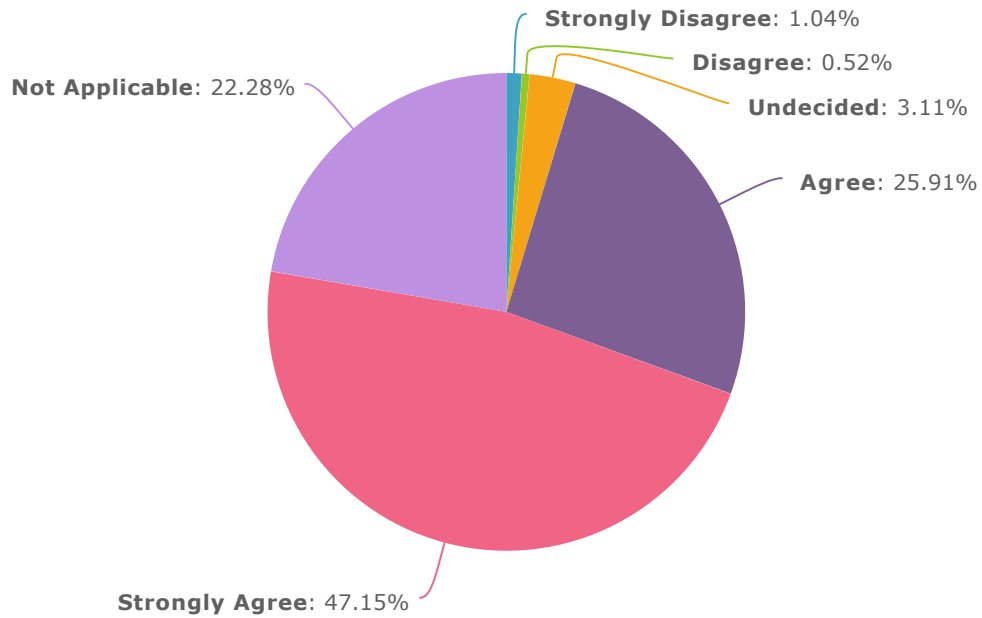


| | Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree | Responses |
|---|-------------------|-------------------|-------------------|---------------------|---------------------|-----------|
| a) well organised and used effectively | 3 1.69% | 5 2.81% | 2 1.12% | 83 46.63% | 85 47.75% | 178 |
| b) was in accordance with the sampling plan | 2 1.13% | 4 2.26% | 5 2.82% | 78 44.07% | 88 49.72% | 177 |
| c) provided adequate coverage of the facility's competency areas as defined in the scope of accreditation | 2 1.12% | 1 0.56% | 3 1.69% | 79 44.38% | 93 52.25% | 178 |

Total Responses 196

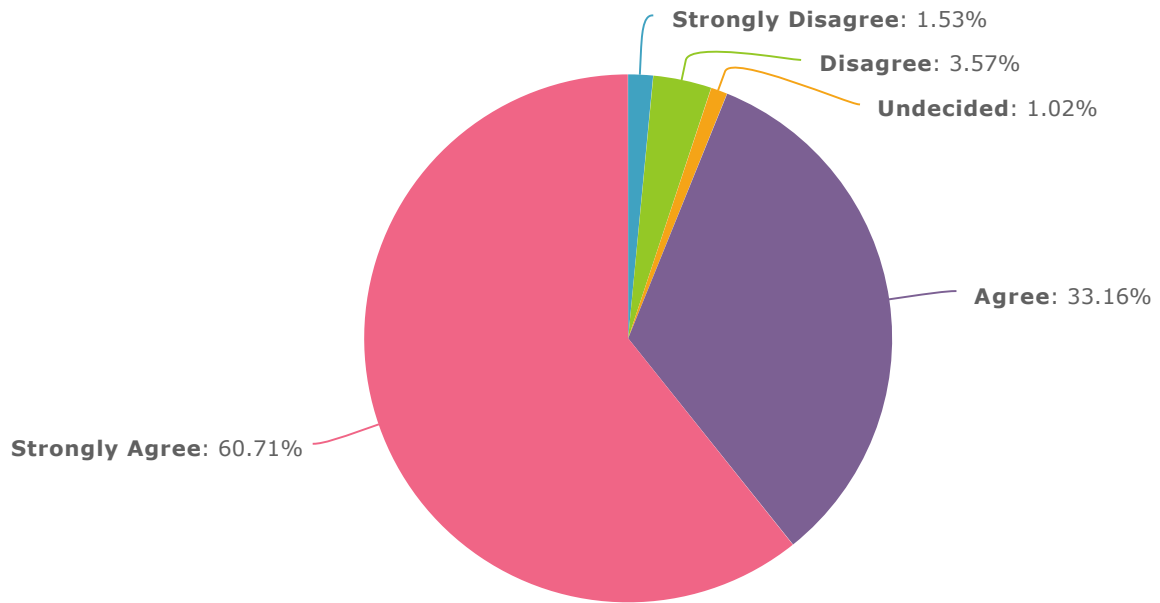
Skipped 2

6. Did the selected technical assessor(s) display appropriate technical knowledge?



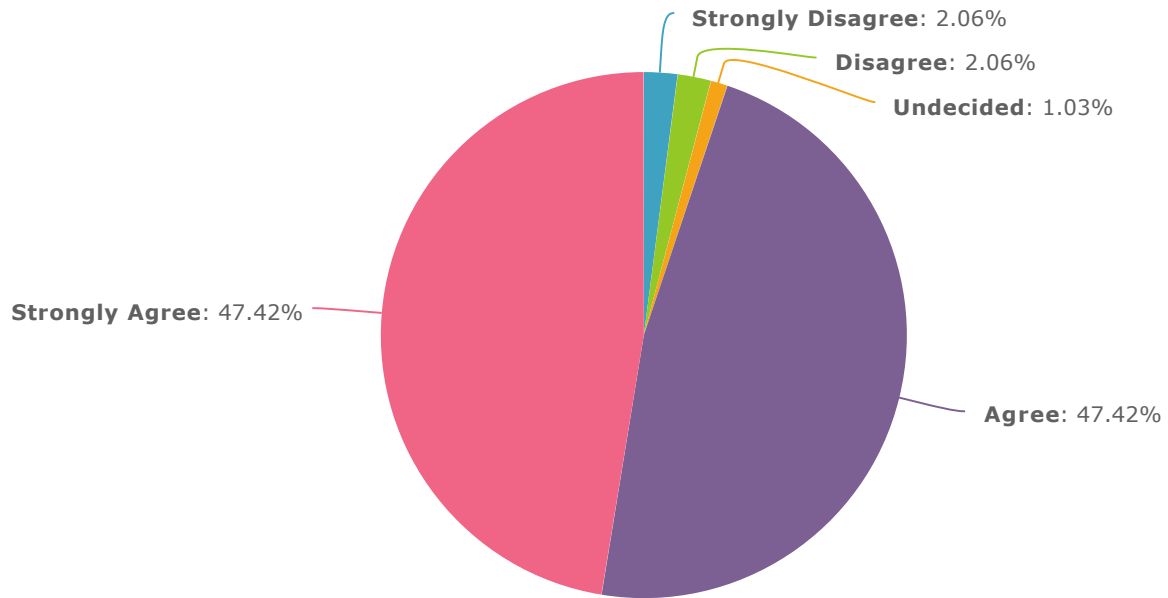
| | | | |
|-------------------|--------|--|-----|
| Strongly Disagree | 1.04% | | 2 |
| Disagree | 0.52% | | 1 |
| Undecided | 3.11% | | 6 |
| Agree | 25.91% | | 50 |
| Strongly Agree | 47.15% | | 91 |
| Not Applicable | 22.28% | | 43 |
| Comments | 0.00% | | 0 |
| Total Responses | | | 193 |
| Skipped | | | 5 |

7. 7. Was the interim report left at the end of the visit of a sufficient standard to enable you to act on its findings, in lieu of receipt of the confirmed report?



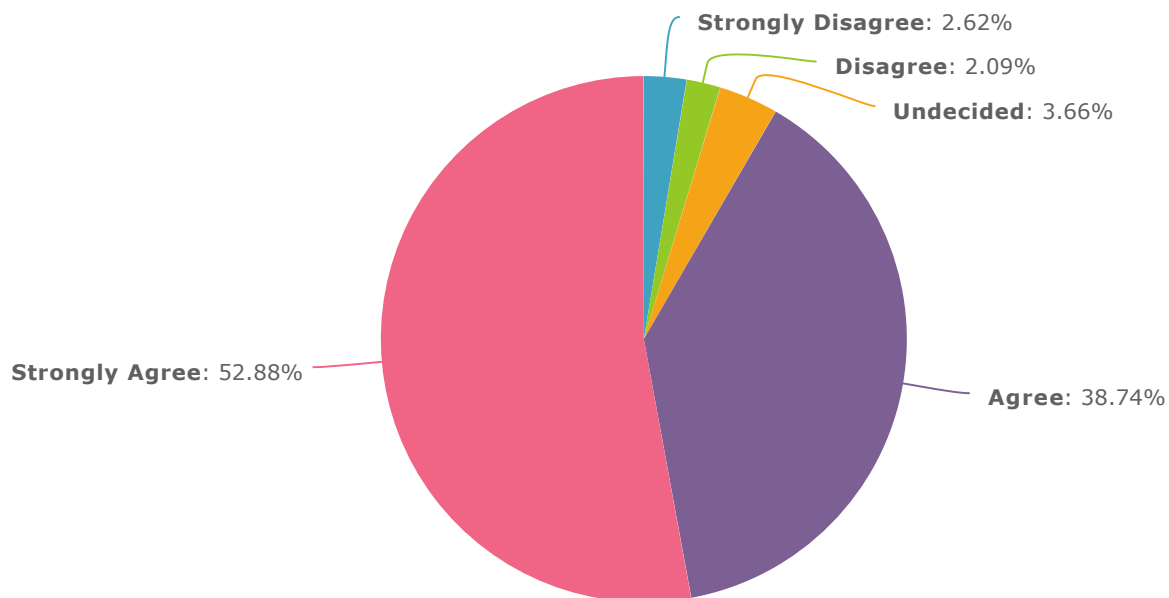
| | | | |
|-------------------|--------|--|-----|
| Strongly Disagree | 1.53% | | 3 |
| Disagree | 3.57% | | 7 |
| Undecided | 1.02% | | 2 |
| Agree | 33.16% | | 65 |
| Strongly Agree | 60.71% | | 119 |
| Comments | 0.00% | | 0 |
| Total Responses | | | 196 |
| Skipped | | | 2 |

8. 8. Were assessment findings clearly linked to accreditation requirements?



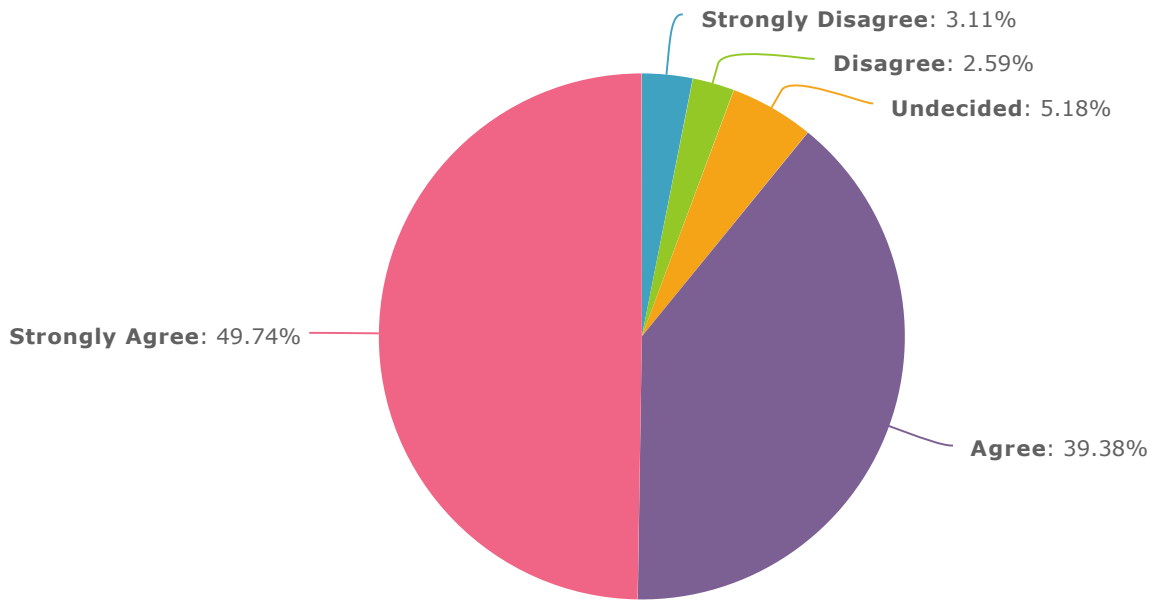
| | | | |
|-------------------|--------|--|-----|
| Strongly Disagree | 2.06% | | 4 |
| Disagree | 2.06% | | 4 |
| Undecided | 1.03% | | 2 |
| Agree | 47.42% | | 92 |
| Strongly Agree | 47.42% | | 92 |
| Comments | 0.00% | | 0 |
| Total Responses | | | 194 |
| Skipped | | | 4 |

9. 9. Did the exit meeting provide an opportunity to discuss findings with the assessment team?



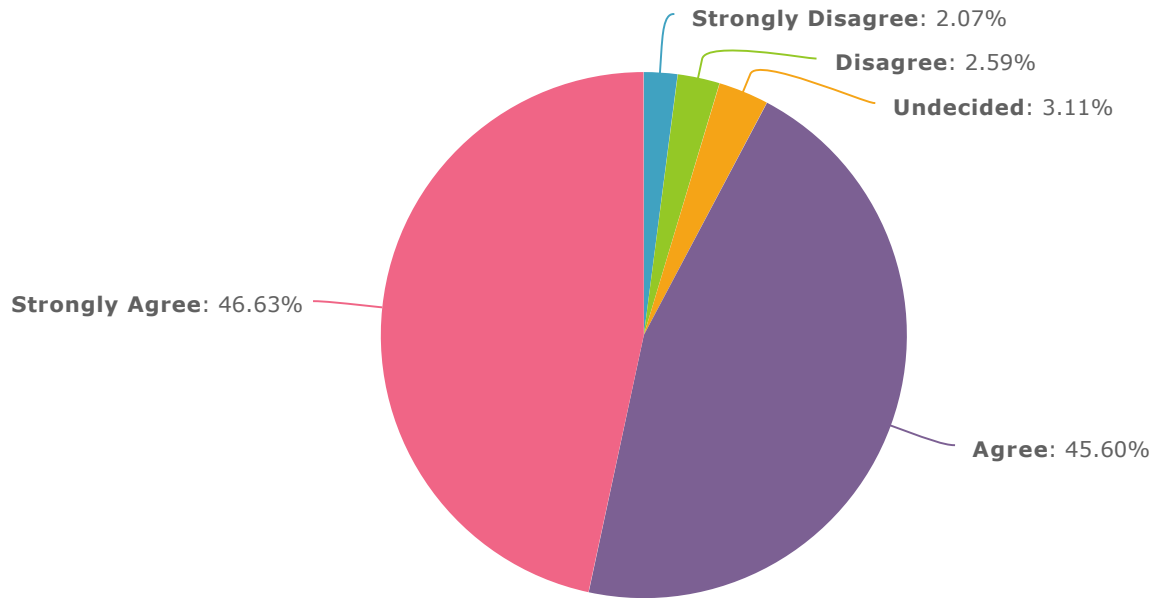
| | | | |
|-------------------|--------|--|-----|
| Strongly Disagree | 2.62% | | 5 |
| Disagree | 2.09% | | 4 |
| Undecided | 3.66% | | 7 |
| Agree | 38.74% | | 74 |
| Strongly Agree | 52.88% | | 101 |
| Comment | 0.00% | | 0 |
| Total Responses | | | 191 |
| Skipped | | | 7 |

10. 10. Did NATA respond to your submissions within an acceptable time frame and clearly communicate any requests for additional information?



| | | | |
|-------------------|--------|--|-----|
| Strongly Disagree | 3.11% | | 6 |
| Disagree | 2.59% | | 5 |
| Undecided | 5.18% | | 10 |
| Agree | 39.38% | | 76 |
| Strongly Agree | 49.74% | | 96 |
| Comments | 0.00% | | 0 |
| Total Responses | | | 193 |
| Skipped | | | 5 |

11. 11. Were the needs of your business met by NATA's delivery of this assessment activity?



| | | | |
|-------------------|--------|--|-----|
| Strongly Disagree | 2.07% | | 4 |
| Disagree | 2.59% | | 5 |
| Undecided | 3.11% | | 6 |
| Agree | 45.60% | | 88 |
| Strongly Agree | 46.63% | | 90 |
| Comments | 0.00% | | 0 |
| Total Responses | | | 193 |
| Skipped | | | 5 |

12. 12. Please use this section to provide information in relation to responses given.

| | |
|-----------------|-----|
| Total Responses | 80 |
| Skipped | 118 |