

**BOARD OF ENGINEERS MALAYSIA**  
**CUSTOMER SERVICE SURVEY FORM**

Our goal is to provide you with the best possible service and your input is vital to our success. Please help us serve you and others better by taking a few minutes to answer the questions below. Thank you for responding.

BEM Secretary

Please tick (√) where applicable:

**A. What was the nature of your contact with us?**

- |   |   |  |
|---|---|--|
| <input type="radio"/> Registration        | <input type="radio"/> Complaint/<br>Professional Practice | <input type="radio"/> Examination/<br>Training |
| <input type="radio"/> Accreditation       | <input type="radio"/> Finance                             | <input type="radio"/> Publication / IT         |
| <input type="radio"/> General information | <input type="radio"/> Other (specify): .....              |  |

**B. Type of communication**

- Counter     Telephone     Email     Letter

**1. PERSONNEL** (Please tick [√] where applicable)

	ITEMS	VERY POOR	POOR	MODERATE	GOOD	VERY GOOD	NOT APPLICABLE
a	Respectful and courteous						
b	Knowledgeable & skilful						
c	Helpful						
d	Friendly & Polite						
e	Overall Service Quality						

**2. FACILITIES AND COMMUNICATION** (Please tick [√] where applicable)

	ITEMS	VERY POOR	POOR	MODERATE	GOOD	VERY GOOD	NOT APPLICABLE
a	Waiting Area						
b	Signage						
c	Cleanliness						
d	Telephone / Facsimile / email						
e	BEM Publication						
f	BEM Website						

3. **WAITING TIME FOR SERVICES** (Please tick [√] where applicable)

	ISSUES	VERY POOR	POOR	MODERATE	GOOD	VERY GOOD	NOT APPLICABLE
a	Application for registration						
b	Renewal of registration						
c	Complaint against Engineer						
d	Enquiry on Scale of Fees						
e	Application for Examination						
f	Application for Accreditation of engineering programmes						
g	Enquiry on Engineers Act & Regulation						
h	Enquiry on Publication						
i	Enquiry on Information Technology						

4. Views or suggestions for improvement (if any):

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5. How can we contact you? (if needed)

Name of individual: .....

Address: .....

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Telephone: ..... Email: .....

**Kindly send this form to:**

Executive Director  
BOARD OF ENGINEERS MALAYSIA  
17<sup>th</sup> Floor, Block F, JKR Headquarters  
Jalan Sultan Salahuddin  
50580 Kuala Lumpur.

Tel: 03-2696-7095/7096/7097/7098  
03-26912090 / 26980590 / 26982413  
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Email: bem1@jkr.gov.my