DEALER QAP FEEDBACK FORM

Dealer input on the QAP is critical to maintaining and improving the program. We understand that your time is valuable, it will take less than 5 minutes to complete this form either online at www.nmeda.com, fax to: (813) 962-8970, or email to: kristen@nmeda.org

Dealer Name & Location: _____

Respondent is (check one): ____ QAP Contact ____ Owner ____ Gen/Svc Mgr ____ Other (list): _____

Rating (Circle One): A rating closer to "1" means "NO" or "Unsatisfied", and closer to "10" means "YES" or "Extremely Satisfied"

******please provide a comment/response for any score less than 5******

1	Was the auditor knowledgeable of the QAP Rules and NMEDA Guidelines and able to answer any questions you had? 1 2 3 4 5 6 7 8 9 10 Comments:
2	Did the auditor exhibit basic knowledge and understanding of the product(s) and installations performed at your site? 1 2 3 4 5 6 7 8 9 10 Comments:
3	How satisfied were you with the level of professionalism the auditor exhibited during the audit? 1 2 3 4 5 6 7 8 9 10 Comments:
4	Did you perceive the auditor as an ambassador for NMEDA and QAP? 1 2 3 4 5 6 7 8 9 10 Comments:
5	Was the auditor efficient and did they make good use of their time in carrying out the audit? 1 2 3 4 5 6 7 8 9 10 Comments:
6	How satisfied were you with the QAP audit scheduling process? 1 2 3 4 5 6 7 8 9 10 Comments:
7	Please rate your level of satisfaction with the overall audit experience. 1 2 3 4 5 6 7 8 9 10 Comments:
8	Do you feel that QAP accreditation has a positive impact on your business/dealership? 1 2 3 4 5 6 7 8 9 10 Comments:
9	The QAP Rules are clear and easy to comply with? 1 2 3 4 5 6 7 8 9 10 Comments:
10	Are you satisfied with the level of communications you receive from NMEDA? 1 2 3 4 5 6 7 8 9 10 Comments:

Do you have any suggestions on how to improve the QAP? Or any additional comments about the audit?

Would you like a follow up response from the NMEDA office? YES / NO

Please contact me by: _____ Phone _____ Email

Please return this form to NMEDA within 24 hours. We thank you in advance for taking the time to provide your feedback.

You may also complete the survey on-line at www.nmeda.com

NATIONAL MOBILITY EQUIPMENT DEALERS ASSOCIATION

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