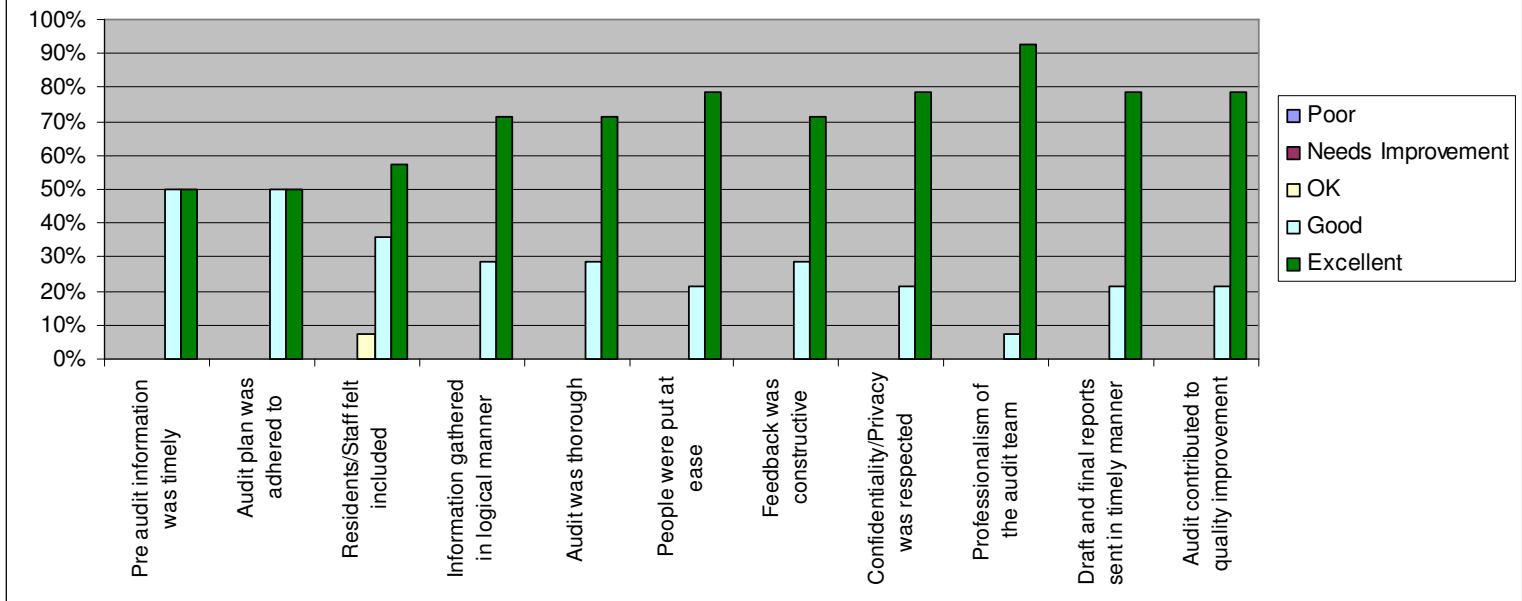


EQS Customer Feedback

Feedback on EQS audits 2007 (78% response rate)



Things customers thought went well:

- Thorough Reports x2
- Auditors helpful and friendly x 3
- Audit went very well x2
- Feedback constructive and managed sensitively x2
- Auditors recognized our progress
- Admin advice good
- Audit scope well described
- Understood our service x 2
- Professional Approach
- Auditors flexible



Suggestions for Improvements:

- Would have like the self assessment tool earlier