

INFORMATIVE CIRCULAR

Prot. 11441/26/FT/bb

Rome, 04-05-2026

To all accredited CABs
To the Associations of Conformity Assessment Bodies
Their offices

SUBJECT: ACCREDIA informative Circular N° 01/2026
Invitation to the ACCREDIA Customer Satisfaction survey 2026

Dear Sirs,

As you know, ACCREDIA conducts a biennial Customer Satisfaction survey for all accredited bodies, aimed at determining their perception and level of satisfaction with the services offered.

The previous surveys have proved particularly useful, enabling the gathering of suggestions and ideas for improvement in terms of greater efficiency and the ability to meet the expectations of bodies and laboratories.

In order to improve the effectiveness of the gathering and, above all, of the statistical processing of the feedback received, the structure of the questions has been confirmed for the 2026 edition, while the proposals for improvement and reasons for dissatisfaction have been organized into multiple-choice options.

The results of the survey are analyzed in detail and carefully. ACCREDIA's corporate bodies are involved in the evaluation of the results and, in particular, the Steering and Guarantee Committee (CIG), englobing all the interested parties.

The survey is important, and we therefore invite you to take a few minutes to complete the questionnaire, available at the following link: <https://accredia2009.typeform.com/to/waln0QTT>

Operative indications for completing the questionnaire

- The survey is open from May 4 to July 2, 2026.
- The **password** to use for completion is: **Accredia2026**.
- Also, this edition of the ACCREDIA Customer Satisfaction is anonymous and no data identifying the accredited party is gathered.

- When completing the form, you are only asked to indicate the relevant ACCREDIA Department and the corporate size class. The results will be published only in aggregate and anonymous form.
- The current survey delivery modality does not allow for the downloading of submitted responses or the sending of a confirmation of receipt, except for the display of the final screen. If the CAB needs to retain evidence of the responses provided, it is invited to take screenshots of the individual screens.
- If your CAB is accredited with respect to more than one ACCREDIA Department, we ask you to complete separate questionnaires, indicating the reference Department in the first response.
- Regarding any technical problems relating to the online form, please contact:
comunicazione@accredia.it.

With thanks for your collaboration, we send you kind regards



Dott. Filippo Trifiletti
General Director