CUSTOMER SERVICE QUESTIONNAIRE

Seed Potato Classification Scheme (SPCS)

This questionnaire is also available to complete on-line at www.sasa.gov.uk/seed-ware-potatoes/classification-scheme

Please answer all the questions by putting a tick in the appropriate box. You can clarify your responses in the space provided at the end of the questionnaire.

General

1. Are you principally:
   - A farmer? □
   - A recognised growing/trading business? □

2. Do you label Basic potatoes? Yes □ No □
   Do you also label Pre-basic potatoes? Yes □ No □

3. Do you label:
   - Up to 750 tonnes? □
   - More than 750 tonnes? □

4. How do you normally apply for labels:
   - Fax □
   - E-mail □
   - MySPUDS □
   - Other (Please specify at end of questionnaire) □

Application Forms

5. How easy are the SPCS label application forms to understand?
   - the forms are clear and easy to understand & complete □
   - the forms are difficult to understand & complete □

Information Notes

6. Do you make use of the Marketing leaflet on SASA’s website? Yes □ No □

7. How clear and easy to understand do you find the leaflet?
   - I find the leaflet clear and easy to understand □
   - I find the leaflet difficult to understand □
8. Are you satisfied with our speed of response to your requests for labels?  
   - Very satisfied ☐  
   - Satisfied ☐  
   - Not satisfied ☐

9. Are you satisfied with our speed of response to your requests for Tuber Inspections?  
   - Very satisfied ☐  
   - Satisfied ☐  
   - Not satisfied ☐
   • If not, please indicate why?

10. Are the labels received in time to meet your business needs?  
    - Yes ☐  
    - No ☐
    • If not, what would be acceptable?

11. Are there any areas in which we could improve our service?  
    - Yes ☐  
    - No ☐
    • If yes, what would you like us to improve on?
<table>
<thead>
<tr>
<th></th>
<th>Question</th>
<th>Response Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.</td>
<td>Do you use MySPUDS for label applications?</td>
<td>Yes □ No □</td>
</tr>
<tr>
<td>13.</td>
<td>If so, how do you rate it?</td>
<td>Excellent □ Good □ Fair □ Poor □</td>
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<tr>
<td>14.</td>
<td>Have you had any issues adding label applications via MySPUDS?</td>
<td>Yes □ No □</td>
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<td></td>
<td>• If yes, please indicate</td>
<td></td>
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<td>15.</td>
<td>Do you self-print labels?</td>
<td>Yes □ No □</td>
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<tr>
<td>16.</td>
<td>If so, how do you rate it?</td>
<td>Excellent □ Good □ Fair □ Poor □</td>
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<td>17.</td>
<td>Have you had any issues with self-printing?</td>
<td>Yes □ No □</td>
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<td></td>
<td>• If yes, please indicate</td>
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18. Comments. Please use the space below to explain any of the responses you have made, or to comment on any aspect of the service provided by SASA/SGRPD in respect of seed potato classification.

- Thank you for taking the time to fill in this questionnaire -

Please return by post to: SPCS Admin, SASA, Roddinglaw Road, Edinburgh, EH12 9FJ

or by e-mail to: SPCSApp@sasa.gsi.gov.uk