

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?

- | | Pre-
basic/Basic
Form | PBTC
Form |
|---|-----------------------------|--------------------------|
| • the forms are clear and easy to understand & complete | <input type="checkbox"/> | <input type="checkbox"/> |
| • the forms are difficult to understand & complete | <input type="checkbox"/> | <input type="checkbox"/> |

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

Tuber inspections

- 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?

MySPUDS

12. Do you use MySPUDS for label applications?

Yes No

13. If so, how do you rate it?

Excellent

Good

Fair

Poor

14. Have you had any issues adding label applications via MySPUDS?

Yes No

- If yes, please indicate

15. Do you self-print labels?

Yes No

16. If so, how do you rate it?

Excellent

Good

Fair

Poor

17. Have you had any issues with self-printing?

Yes No

- If yes, please indicate

...and finally

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/SGRIPD 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