



دائرة القضاء  
JUDICIAL DEPARTMENT

# Supplier Satisfaction Survey

O1-ADJD-IOP-PCD-PS-EX-02

## Introduction

Motivated by our constant concern to provide the best services to our suppliers / service providers / subcontractors and to evaluate their level of satisfaction with the Judicial Department's Supplier Registration Portal, which aims to develop and improve work procedures and services provided, we kindly ask you to fill in the questionnaire below so that we can measure your level of satisfaction with our services

**Please rate the quality of service of the Judicial Department's Supplier Registration Portal by ticking (✓) the appropriate rating in your opinion:**

1. Do you think that the registration of suppliers and contractors through the Judicial Department's electronic supplier portal has helped expedite the procedures regarding registration and renewal processes?

Excellent       Very Good       Acceptable       Poor

2. Do you believe that registration through the electronic supplier portal has helped reduce the procedures as regards the attachment of the required documents and payment of fees?

Excellent       Very Good       Acceptable       Poor

3. Do you think that registration and renewal through the electronic supplier portal is user-friendly?

Excellent       Very Good       Acceptable       Poor



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**4. How do you rate the employee in charge of the service in terms of interaction with your inquiries?**

Excellent       Very Good       Acceptable       Poor

**Have you encountered any problem when using the supplier and contractor registration portal?**

Yes       No

**If you answered yes, please explain:**

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**Do you have any other comments regarding the development and improvement of the system? Please clarify:**

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**Company Name:**

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**Signature:**

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