



Energy Agency of the Republic of Macedonia was established by Law for establishing the Energy Agency of the Republic of Macedonia (Official Gazette of the Republic of Macedonia NO.62/05), for providing support in the implementation of the energy policy in Republic of Macedonia. Namely, based on the implementation of ISO 9001:2008 standard, a system of quality management, it is necessary to complete the following questionnaire by indicating (√), with any suggestions, comments.

Name of the organization	
Head office	
Activity	
Contact person	
Phone, fax	
E-mail	

NO	Evaluate the following aspects of work						Comment, suggestion, remark
1.	What kind of service do you use from AERM?	general information about policies in the energy sector					
		specific information on procedures for investing in renewable energy sources					
		detailed information on prices of feed-in tariffs and terms for their use					
		other specific information					
2.	How long and how often have you been using our services? (specify years)						
3.	Are you satisfied with the availability of information available to the Agency on its Website?	YES		NO			
4.	Are you satisfied with the direct communication with employees through the Infocentre?	YES		NO			
5.	How will you evaluate the way of informing and the quality of information that AERM provides with the latest developments in energy?	5 excellent	4 Very good	3 good	2 poor	1 bad	
6.	Are you satisfied with the efficiency in response to your request?	5 excellent	4 Very good	3 good	2 poor	1 bad	
7.	Are you satisfied with our willingness in collecting, processing and interpretation of information?	5 excellent	4 Very good	3 good	2 poor	1 bad	
8.	How would you evaluate our professionalism in the handling of information and data?	5 excellent	4 Very good	3 good	2 poor	1 bad	



9.	How would you evaluate our services in terms of quality and applicability to your business venture?	5 excellent	4 Very good	3 good	2 poor	1 bad	
10.	How would you rate the way that employees in AERM approach to satisfying your complete requirements with regard to existing regulations, laws and other standards that ensure comprehensiveness of the information?	5 excellent	4 Very good	3 good	2 poor	1 bad	
11.	If at the moment a solution to your problem is not found, are our employees at your disposal for further cooperation?	5 excellent	4 Very good	3 good	2 poor	1 bad	
12.	How would you rate the courtesy of our staff?	5 excellent	4 Very good	3 good	2 poor	1 bad	
13.	Are you satisfied with our employees in terms of: (Please complete all requirements)	5 excellent	4 Very good	3 good	2 poor	1 bad	
	expertise						
	professionalism						
	helpfulness						
	kindness						
13.	expediency						
14.	Overall, how would you evaluate your experience of working with AERM?	5 excellent	4 Very good	3 good	2 poor	1 bad	
15.	What would you suggest for improving the operation of AERM, primarily in customer relations?						
16.	Do you have concerns about the services and operation of AERM? If you please list them.	YES		NO			
17.	Would you recommend us to your closest associates?	YES		NO			

NOTE: We will appreciate any comment, suggestion and note if you have!

DATE: SIGNATURE:

Please send the completed questionnaire to our e-mail address: infocentar@ea.gov.mk

Thank you in advance for the cooperation.