

**Dear Sir, dear Madam,**

Please assist us in improving the performance of the audits and our services.  
We therefore ask you to return this feedback form by fax, post or e-mail to

API Compliance Institute  
A Division of CONCEPT HEIDELBERG GmbH  
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(for an electronic version of this form please contact the API Compliance Institute at becker@api-compliance.org).

**Thank you very much for your assistance in advance.**

1.	How did you like the pre-audit service of the API Compliance Institute?		
2.	From your point of view, what improvements could be done in		
	a) Preparing the audit		
	b) Organising the audit		
	c) Executing the audit		
3.	From your point of view, were the auditors well prepared?	Lead Auditor *)	Co-Auditor *)
4.	What do you think about the knowledge of the auditors in terms of quality and GMP?	Lead Auditor *)	Co-Auditor *)
5.	What are your impressions about the social competence of the auditors?		

		Lead Auditor *)	Co-Auditor *)
6.	Was the final discussion after the audit (wrap-up) properly conducted?		
7.	What is your overall impression about the auditors? Was their performance professional?		
8.	Did the audit report contain surprises for you?		
9.	What is your impression about the performance of the entire project?		
10.	Other comments / recommendations?		
11.	Would you recommend <i>The APIC Audit Programme</i> to other companies? If not, please tell us your reasons for that.		

\*) Lead and Co-Auditor as specified in the CEFIC/APIC Auditing Guide

**Thank you very much for your assistance!**