

2016 CUSTOMER SATISFACTION SURVEY TOGETHER, DRIVING UP STANDARDS

As the leading awarding organisation for the motor industry, we always look for ways to achieve excellence and consistent customer satisfaction across our growing centre network.

We are working together to support your delivery of our products, driving up standards in the motor industry.

Here's what our centres said about us in our 2016 survey.

87%
WOULD
RECOMMEND IMI
TO ANOTHER
ORGANISATION

75%

OF OUR
CENTRES ARE
VERY SATISFIED
WITH THE IMI

91%
RATED IMI'S
SPEED OF SERVICE
FOR ENQUIRIES AS
EXCELLENT OR GOOD

87%

FEEL THAT IMI
COMPLETELY
FULFILS, OR EXCEEDS
EXPECTATIONS AS
AN AWARDING
ORGANISATION

P6%

RATED IMI'S SPEED

OF SERVICE FOR

REGISTRATIONS

AS EXCELLENT

OR GOOD

94%

RATED THE ADVICE
AND GUIDANCE
RECEIVED FROM
IMI AS VERY
USEFUL OR USEFUL

85%

RATED THE QUALITY
OF IMI PRODUCTS AS
HIGH OR VERY HIGH
IN COMPARISON TO
OTHER AWARDING
ORGANISATIONS

94%

RATED IMI'S SPEED

OF SERVICE FOR

QUALIFICATION

CERTIFICATION

CLAIMS AS EXCELLENT

OR GOOD