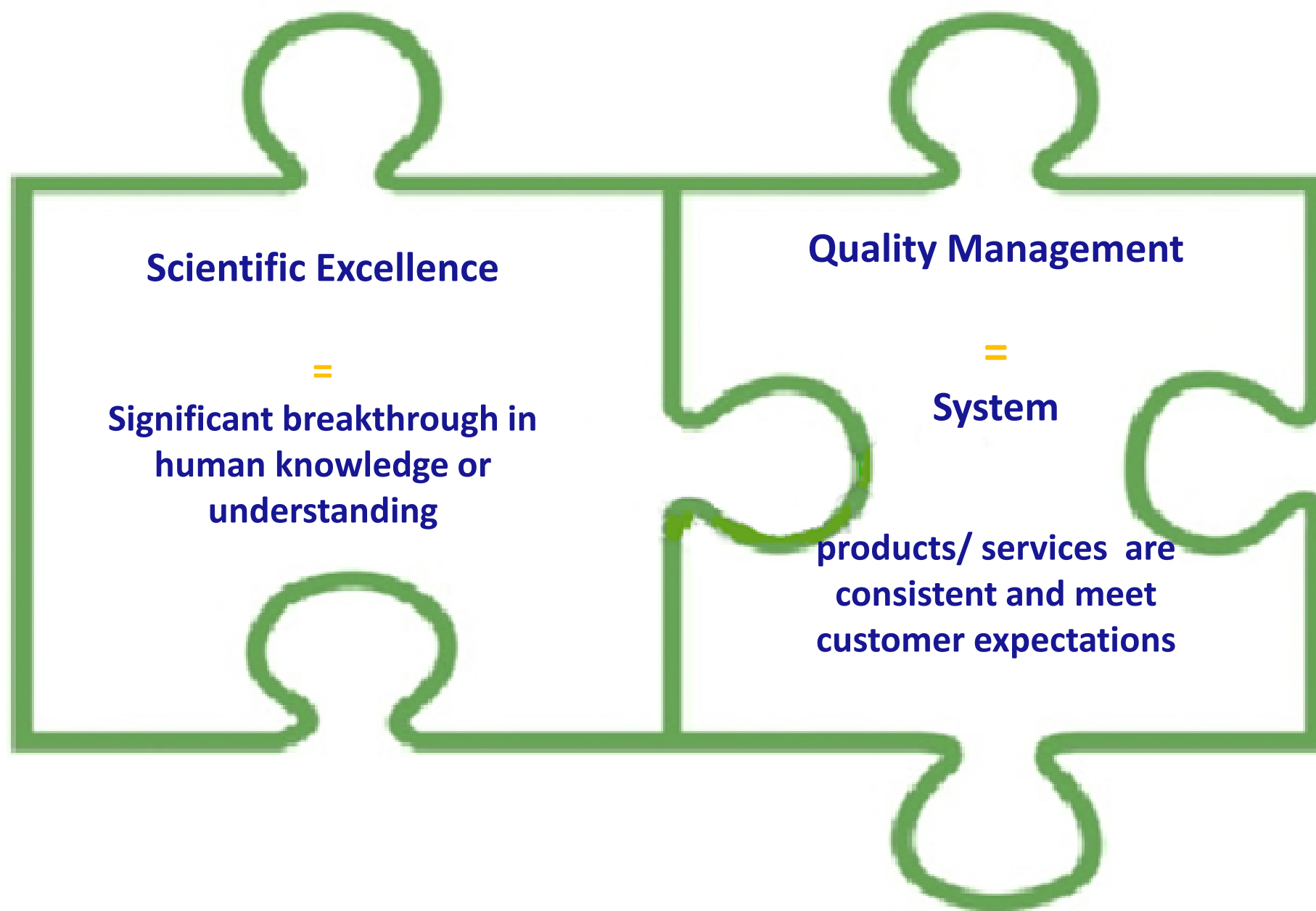




Member States' Customer Feedback

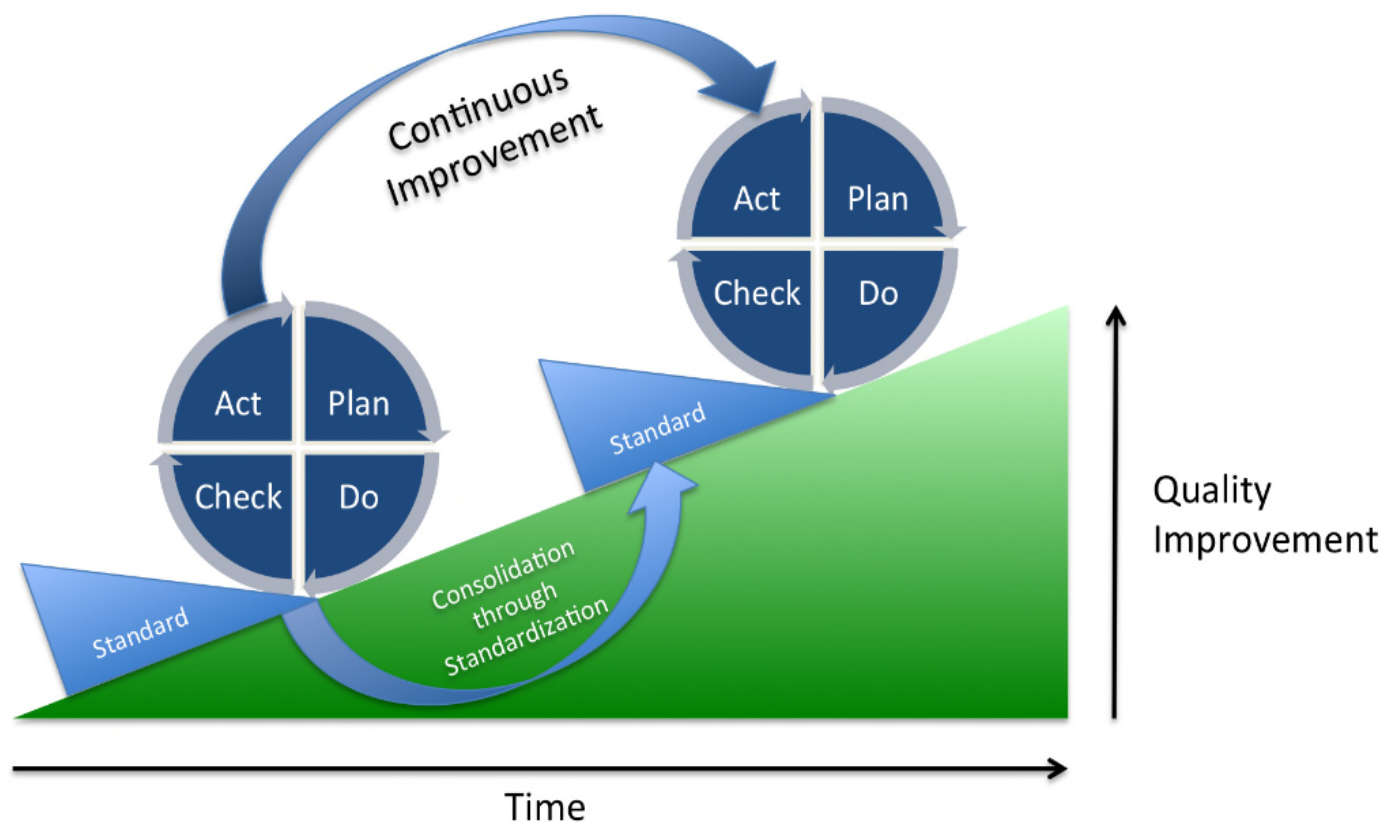
INTRODUCTION



INTRODUCTION

EFSA is committed to:

Meeting/ exceeding customer requirements through continuous improvement



- Thus enhancing trust in EU food safety system

EFSA CUSTOMERS AND FEEDBACK MECHANISMS



EU Commission



EU Parliament



Member States



- Advisory Forum agreed - Nov.
- Present approach - March
- Run feedback exercise - Oct.
- Evaluate/ Improve - Dec

Mandates received in 2015:

188

0

43

OVERVIEW OF MEMBERS STATES' REQUESTS ADOPTED IN 2015

Germany
GMO (2) ANS(1)
NDA (1) CEF(9)

Italy
CEF(1)
NDA(1)

Denmark
NDA(1)

Portugal
CEF(1)

FRANCE
NDA(6)
BIOHAZ(1) CEF(1)

ROMANIA
CEF(1)

BELGIUM
GMO(4)

SPAIN
CEF(1) NDA(1)

Netherlands
GMO(6) CEF(4)

FINLAND
BIOHAZ(1)

BULGARIA
CEF(2)

U.K
NDA(4)
CEF(3)

SLOVAK REP.
CEF (1)

PROPOSAL

Risk Manager Role



Member States



Risk Assessor Role

TIMELINE

by 31.03.2016: Agree interviewees

by 31.05.2016: Set up contact, share questions and outputs for feedback

Sept/ Oct.:



Autumn:



December:

