



Member States' Customer Feedback



INTRODUCTION

Scientific Excellence

=
Significant breakthrough in
human knowledge or
understanding

Quality Management

=
System

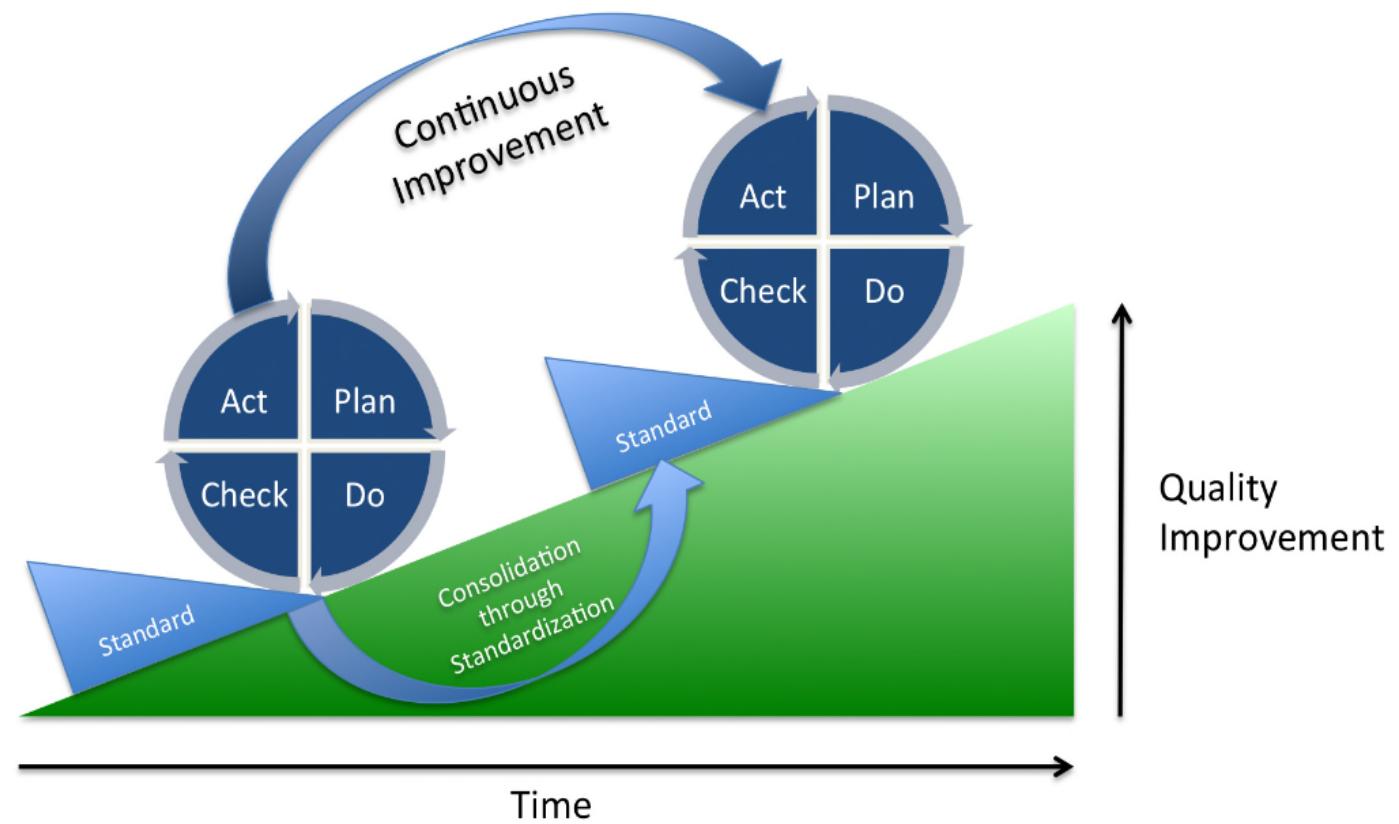
products/ services are
consistent and meet
customer expectations



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)



BELGIUM

GMO(4)

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



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



Member States

Risk Manager Role



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:

