# HSEQ PROCEDURE

# HEALTH, SAFETY, ENVIRONMENTAL AND QUALITY MANAGEMENT PROCEDURE FOR CUSTOMER SATISFACTION

### Insert Your Company Logo

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#### 1. APPROVAL

Document Control							
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Prepared By:	Insert Person	Position:	Insert Pc				
Reviewed By:	Insert Person	Position:	'nsert Positic				
Approved By:	Insert Person	Position:	'Posit'				

This procedure is reviewed to ensure its continuing relevant it describes. A record of contextual additions or omissing

# ORDER MON AMO CET FULL **Amendment Record** summary of Version Date Amendments To attain, increa 1.0 **Insert Date** Original customer satisfac

The latest revision of this procedure is on Insert Your Company intranet site.

It is the responsibility of the individual to ensure that any hardcopy is the current revision.

A printed version of this procedure is uncontrolled, except when provided with a document title and revision number in the field below and marked as 'Controlled Copy'.

Document Title:	Customer Satisfaction		Rev:	1.0	
Uncontrolled Copy:	<b>✓</b>	Controlled Copy:	<b>✓</b>	Date:	<mark>Insert Date</mark>

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#### 2. PURPOSE

The purpose of this procedure is to describe the methods for measuring, monitoring and interpreting customer perception and determine if Insert Your Company is meeting customer expectations.

#### 3. SCOPE

This procedure applies to the assessment processes of determined statisfaction levels by obtaining input from the various sources defined in the statisfaction levels by obtaining input from the various sources defined in the statisfaction levels by obtaining input from the various sources defined in the statisfaction levels by obtaining input from the various sources defined in the statisfaction levels by obtaining input from the various sources defined in the statisfaction levels by obtaining input from the various sources defined in the statisfaction levels by obtaining input from the various sources defined in the statisfaction levels by obtaining input from the various sources defined in the statisfaction levels by obtaining input from the various sources defined in the statisfaction levels by obtaining input from the various sources defined in the statisfaction levels by obtaining input from the various sources defined in the statisfaction levels by obtaining input from the various sources defined in the statisfaction in the statisfaction

#### 4. TERMS AND DEFINITIONS

Term	Definition
Corrective Action	An action to elimina control to of an identified non-confor need to ality them.
Product and Services	Outputs the customer's receivers. A physical outcome of a relief of the second autrice. Vice the second autrice of the second autrice.
Stakeholder	A por group ple that has an interest in or is impact to the decision-making pass. If a part of the decision party.

## 5 ROLES RESPONITIES

#### Manag<sup>r</sup> ible

- mer requirements, needs and expectations are determined.

  mer requirements are met and enhancing customer.
  - analysing customer satisfaction data and determining trends.
  - To customer complaints and feedback.
  - Ide g the root causes of customer complaints.

#### Supervisors are responsible for:

- Communicating customer complaints and feedback to senior management.
- Implementing corrective and preventative actions to eliminate or reduce the causes of customer complaints.

#### Workers are responsible for:

• Reporting information that may contribute to enhancing customer satisfaction levels.

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