

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

TABLE OF CONTENTS

1. APPROVAL	3
2. PURPOSE.....	4
3. SCOPE	4
4. TERMS AND DEFINITIONS.....	4
5. ROLES AND RESPONSIBILITIES	4
6. PROCEDURES	5
6.1. Customer Satisfaction Overview.....	5
6.1.1. Customer Satisfaction Process Flowchart.....	5
6.2. Customer Satisfaction	5
6.2.1. Customer Satisfaction Surveys.....	5
6.2.2. Customer Feedback	6
6.2.3. Customer Data Analysis	6
6.2.4. Returns and Warranty Claims	6
6.3. Reviews	6
7. RELATED PROCEDURES, FORMS AND DOCUMENTS	7
8. REVIEW CRITERIA	7
9. RECORD MANAGEMENT	7
10. REFERENCES	7

1. APPROVAL

[illegible]

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 determining customer satisfaction levels by obtaining input from the various sources defined in this document.

4. TERMS AND DEFINITIONS

Term	Definition
Corrective Action	An action to eliminate the cause of a non-conformity or other defect in a quality management system.
Product and Services	Outputs that Insert Your Company delivers to meet the customer's requirements. A product is a physical outcome of a process while a service is a movement or actions to meet the customer's requirements.
Stakeholder	A person or group of people that has an interest in or is impacted by the organization's processes or activities. Stakeholders may contribute to the decision-making process. Use interchangeably with 'interested party'.

5. ROLES AND RESPONSIBILITIES

Management are responsible for:

- Determining customer requirements, needs and expectations are determined.
- Ensuring customer requirements are met and enhancing customer satisfaction.
- Analysing customer satisfaction data and determining trends.
- Responding to customer complaints and feedback.
- Identifying 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.