QUALITY PROCEDURE

QUALITY MANAGEMENT PROCEDURE FOR CUSTOMER SATISFACTION

Insert Your Company Logo

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1. APPROVAL

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

Section And Children of the Control **Amendment Record** mmary of Version Date mendments To attain, increase and i Original **Insert Date** 1.0 customer satisfa

this procedure is on the 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:	✓	Con	rolled Copy:	✓	Date:	Insert Date

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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 det nir customer satisfaction levels by obtaining input from the various sources defined in

4. TERMS AND DEFINITIONS

Term	Definition	
Corrective Action	An action to eliming non-conformance t	Ithe contified system.
Product and Services		A pro cers to meet the hysical outcome of ent or actions to meet mer
Stakeholder	A plantic in contract of particles in contract of particles and plantic in contract of particles and particles and plantic in contract of particles and	nat has an interest in or is activities. Stakeholders may abute to the decision-making geably with 'interested party'.

5. SLES ND RESIGNS!

Managers ar nsible

- Ensurements, needs and expectations are determined.
- Prer requirements are met and to enhance customer
 - sing customer satisfaction data and determining trends.
- ustomer complaints and feedback.
- Ic. e root causes of customer complaints.

Superviso 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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