

**QUALITY MANAGEMENT PROCEDURE
FOR CUSTOMER SATISFACTION**

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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 determining customer satisfaction levels by obtaining input from the various sources defined herein.

4. TERMS AND DEFINITIONS

Term	Definition
Corrective Action	An action to eliminate the cause of the non-conformance identified non-conformance and prevent recurrence of the identified non-conformance in the system.
Product and Services	Outputs that Insert Your Company provides to meet the customer's requirements. A product is a physical outcome of a process while a service is the result of an activity or doing actions to meet the customer's requirements.
Stakeholder	A group of individuals or organizations that has an interest in or is impacted by the organization's activities. Stakeholders may participate in or contribute to the decision-making process used in the organization, usually with 'interested party'.

5. ROLES AND RESPONSIBILITIES

Management is responsible for:

- Ensuring customer requirements, needs and expectations are determined.
- Ensuring customer requirements are met and to enhance customer

Monitoring customer satisfaction data and determining trends.

Investigating customer complaints and feedback.

Identifying 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.