

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

## TABLE OF CONTENTS

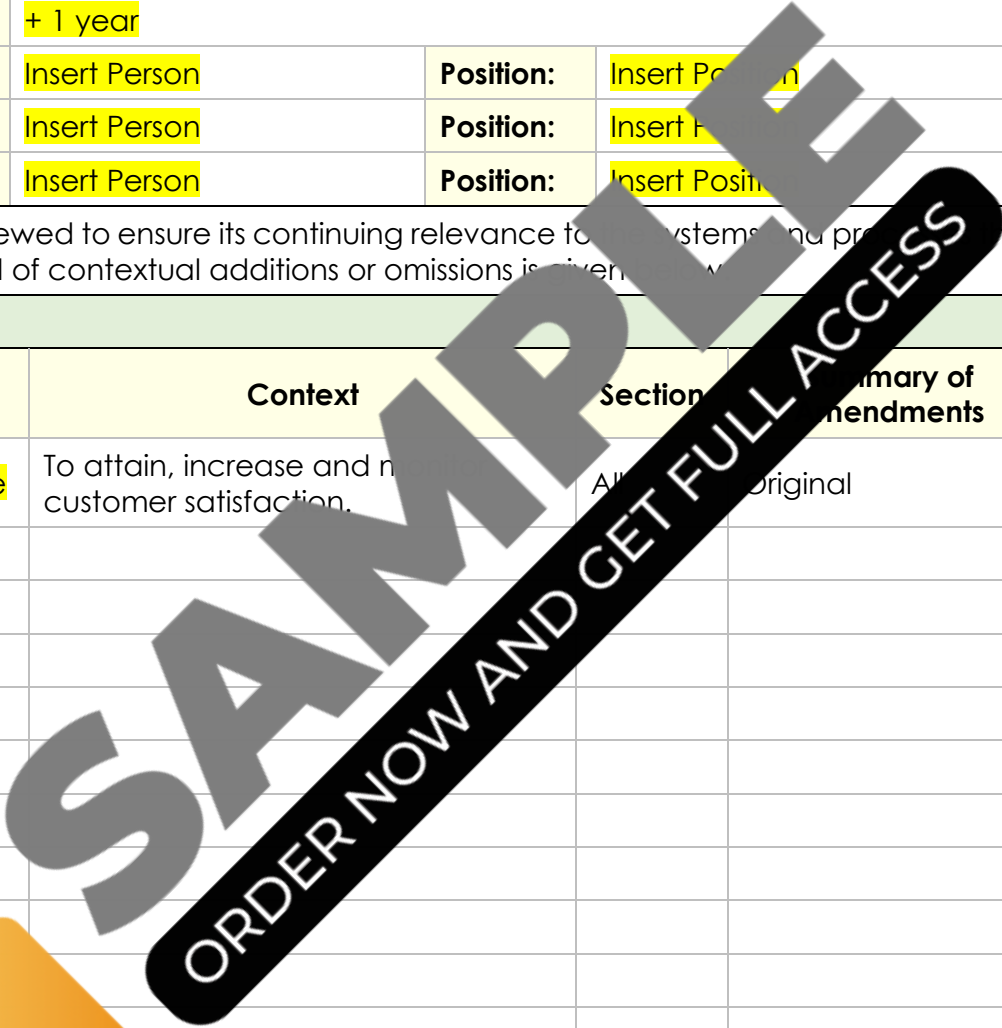
1. APPROVAL .....	3
2. PURPOSE.....	4
3. SCOPE .....	4
4. TERMS AND DEFINITIONS.....	4
5. ROLES AND RESPONSIBILITIES .....	4
6. PROCEDURES .....	5
6.1. Customer Satisfaction Overview.....	5
6.1.1. Customer Satisfaction Process Flowchart .....	5
6.2. Customer Satisfaction .....	5
6.2.1. Customer Satisfaction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



**SAMPLE**  
**ORDER NOW AND GET FULL ACCESS**

# 1. APPROVAL

Document Control			
<b>Document:</b>	HSEQ-MP-22 – Customer Satisfaction		
<b>Version:</b>	1.0		
<b>Released:</b>	Insert Date		
<b>Review Date:</b>	+ 1 year		
<b>Prepared By:</b>	Insert Person	<b>Position:</b>	Insert Position
<b>Reviewed By:</b>	Insert Person	<b>Position:</b>	Insert Position
<b>Approved By:</b>	Insert Person	<b>Position:</b>	Insert Position
This procedure is reviewed to ensure its continuing relevance to the systems and processes that it describes. A record of contextual additions or omissions is given in the Amendment Record.			
Amendment Record			
Version	Date	Context	Summary of amendments
1.0	Insert Date	To attain, increase and maintain customer satisfaction.	All original
The latest revision of this procedure is on <b>Insert Your Company</b> 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'.			
<b>Document Title:</b>	Customer Satisfaction	<b>Rev:</b>	1.0
<b>Uncontrolled Copy:</b>	<input checked="" type="checkbox"/>	<b>Controlled Copy:</b>	<input checked="" type="checkbox"/> <b>Date:</b> Insert Date



## 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
<b>Corrective Action</b>	An action to eliminate the cause of the non-conformance to a quality management system.
<b>Product and Services</b>	Outputs that <b>Insert Your Company</b> 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.
<b>Stakeholder</b>	A person or group of people that has an interest in or is impacted by our processes and activities. Stakeholders may participate in or contribute to the decision-making process and are interchangeably with 'interested party'.

## 5. ROLES AND RESPONSIBILITIES

### **Managers** are responsible for:

- Ensuring customer needs and expectations are determined.
- Ensuring customer requirements are met and enhancing customer satisfaction.
- Analyzing 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.