Rev No.	Preparation Date	Description of Change	Prepared by
0	March 31, 2016	Initial documentation of the Quality Management System	Jobi Amour B. Porazo
1	July 19, 2017	To include procedure on handling of negative feedback from customer.	Ailyn I. Manambid
2	September 13, 2017	To change the processing time of consolidating feedback results (from Semi-Annually to Monthly) as per recommendation by PAB Auditor.	Ailyn I. Manambid

OBJECTIVE:

To solicit both positive and negative feedback from customers to be used as a tool for continuous improvement towards excellent service.

SCOPE:

This procedure covers all feedback obtained from customers who seek calibration services in the laboratory.

DEFINITIONS:

Customer's Feedback Form (CFF) – A document use to solicit feedback from customer.

Customer – An individual or institution who seeks services from our laboratory.

Onsite Verification – Procedure where DCWD internal customers request for meter verification relative to high billing complaint.

REFERENCE DOCUMENTS:

Quality Manual
ISO 17025:2005 Standard

PROCEDURE	RESPONSIBLE	DETAILS
START		
Obtain feedback	Assigned Personnel	• Hands out FO-04-05 Customer's Feedback Form (CFF) to the customer after completion of request or during claiming of Calibration Certification.
	Customer	• Customer fills-up the CFF form. Drops the filled up form to feedback box located at the Laboratory receiving area.
Collects Feedback	Assigned Personnel	• Opens the feedback box **daily between 4-5pm**. • Checks if there is/are negative comments/issues.
No / with negative feedback? / Yes	Assigned Personnel	• Photocopy the CFF form. • Forwards the photocopied CFF to the Quality Manager for appropriate action.
Take Action	Quality Manager	• **Refers to QP 04-05 Handling of Complaint / Concern**
A		

PROCEDURE	RESPONSIBLE	DETAILS
A		
Report Result	Document Controller / Assigned Personnel	• Summarizes the feedback results **monthly** using FO-04-09 Customer's Feedback Summary Report (CFSR). • **Submits a copy of summary report to the Technical Manager for consolidation to the Division's monthly accomplishment report.** • Furnishes a copy of report to the Quality Manager, Laboratory Executive Director and Quality Management Team for discussion during meeting/s.
File	Document Controller	• Files results, accomplished feedback forms and all attachment where applicable.
End		

RECORDS

Keep the following records or three years as evidence of the effective implementation of this procedure:

1. Accomplished FO-04-09 Customer's Feedback Summary Report (CFSR).
2. Accomplished FO–04–15 Customer's Feedback Form (CFF)
3. Transmittal Letter