



PROCESS MANUAL
BUREAU OF LOCAL GOVERNMENT
FINANCE

BLGF-PM-06-02

Revision Code: 00

Page 1 of 3

Section: **PERFORMANCE EVALUATION**

Effectivity Date: 01-19-2018

Subject: **CUSTOMER SATISFACTION MEASUREMENT**

1. PURPOSE:

To measure customer satisfaction in relation to the company's quality services by conducting Customer Satisfaction Survey at planned intervals and ensure continual customer delight.

2. SCOPE:

This procedure covers activities from planning stage of the survey up to presentation of survey results to Top Management and monitoring performance.

3. DEFINITION OF TERMS:

- a. **Customer Satisfaction** - customer's perception of the degree to which the customer's requirements have been fulfilled.
- b. **CA** – Corrective Action
- c. **MR** – Management Representative

4. RECORDS:

TITLE/CODE	LOCATION	RETENTION CRITERIA	RETENTION PERIOD	DISPOSAL METHOD
1. Customer Satisfaction Survey (GEN-006)	QMS Files	NAP R.A. 9470	10 years	As per NAP Rules

5. REFERENCES:

5.1 ISO Clause Reference

Clause 5.1.2 – Customer Focus

Clause 9.1.2 - Customer Satisfaction

5.2 Any document which supports the implementation of the procedure – N/A

5.3 Related documents linked to the procedure – Corrective Action Procedure

PREPARED BY: MANAGEMENT REPRESENTATIVE

APPROVED BY: EXECUTIVE DIRECTOR



PROCESS MANUAL
BUREAU OF LOCAL GOVERNMENT
FINANCE

BLGF-PM-06-02

Revision Code: 00

Page 2 of 3

Section: **PERFORMANCE EVALUATION**

Effectivity Date: 01-19-2018

Subject: **CUSTOMER SATISFACTION MEASUREMENT**

6. PROCEDURE:

ACTIVITY FLOW	RESPONSIBLE	DETAILS
	Administrative Officer	Determine, list customers for submission of survey based on revenue contribution
	Administrative Officer	Attach covering letter along with the forms for distribution every 6 months (for discussion with Mgt) Encourage customers to return response. Use CSS form.
	Administrative Officer	Monitor timeliness of response and response rate. Collect all accomplished survey forms after two weeks,
	Management Representative QMS Team, Administrative Officer	Analyzes data by customer, by category, and by rating. Admin Officer gives input in the analysis.
	Management Representative QMS Team	Prepares summary report of the Customer Survey.

PREPARED BY: MANAGEMENT REPRESENTATIVE

APPROVED BY: EXECUTIVE DIRECTOR



PROCESS MANUAL
BUREAU OF LOCAL GOVERNMENT
FINANCE

BLGF-PM-06-02

Revision Code: 00

Page 3 of 3

Section: **PERFORMANCE EVALUATION**

Effectivity Date: 01-19-2018

Subject: **CUSTOMER SATISFACTION MEASUREMENT**

ACTIVITY FLOW	RESPONSIBLE	DETAILS
	<p align="center">Management Representative QMS Team</p>	<p>List all areas rated below satisfaction and set meeting with different Divisions to identify cause of problem and prepare action plans and agree on implementation date of corrective actions.</p>
	<p align="center">Management Representative</p>	<p>Get commitment from concerned divisions to implement necessary action and monitor effectiveness of each action done.</p>
	<p align="center">Management Representative</p>	<p>Decisions and actions must be agreed by all parties concerned.</p>
	<p align="center">Division Chief</p>	<p>Determine if performance targets were achieved.</p> <p>For unmet targets: Refer to Corrective Action Procedure.</p> <p>Submit complete monthly accomplishment report and performance report to immediate superior every first week of the month</p>

PREPARED BY: MANAGEMENT REPRESENTATIVE

APPROVED BY: EXECUTIVE DIRECTOR