

DigiBP – Final Presentation

SVK Feedback Management Process

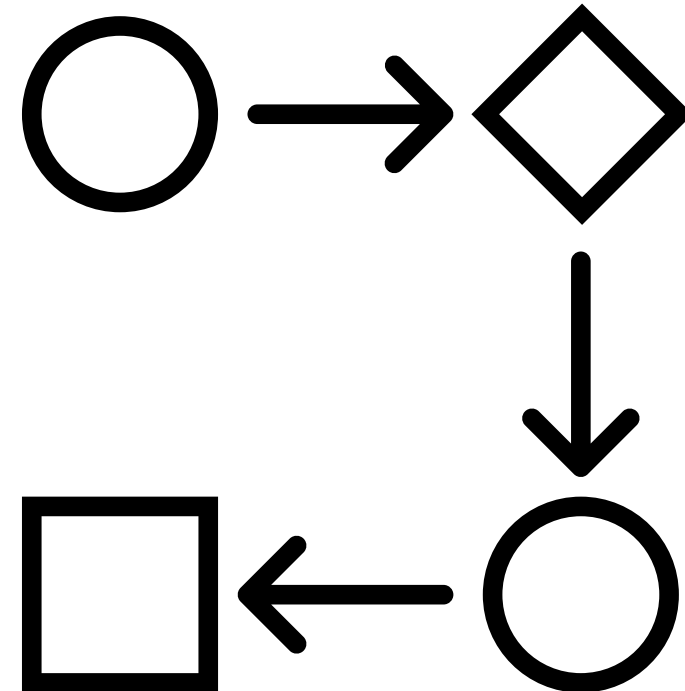
Julie Klingelschmitt

Kevin Maier

Loris Mariño

Ramona Stadler

02.06.2025



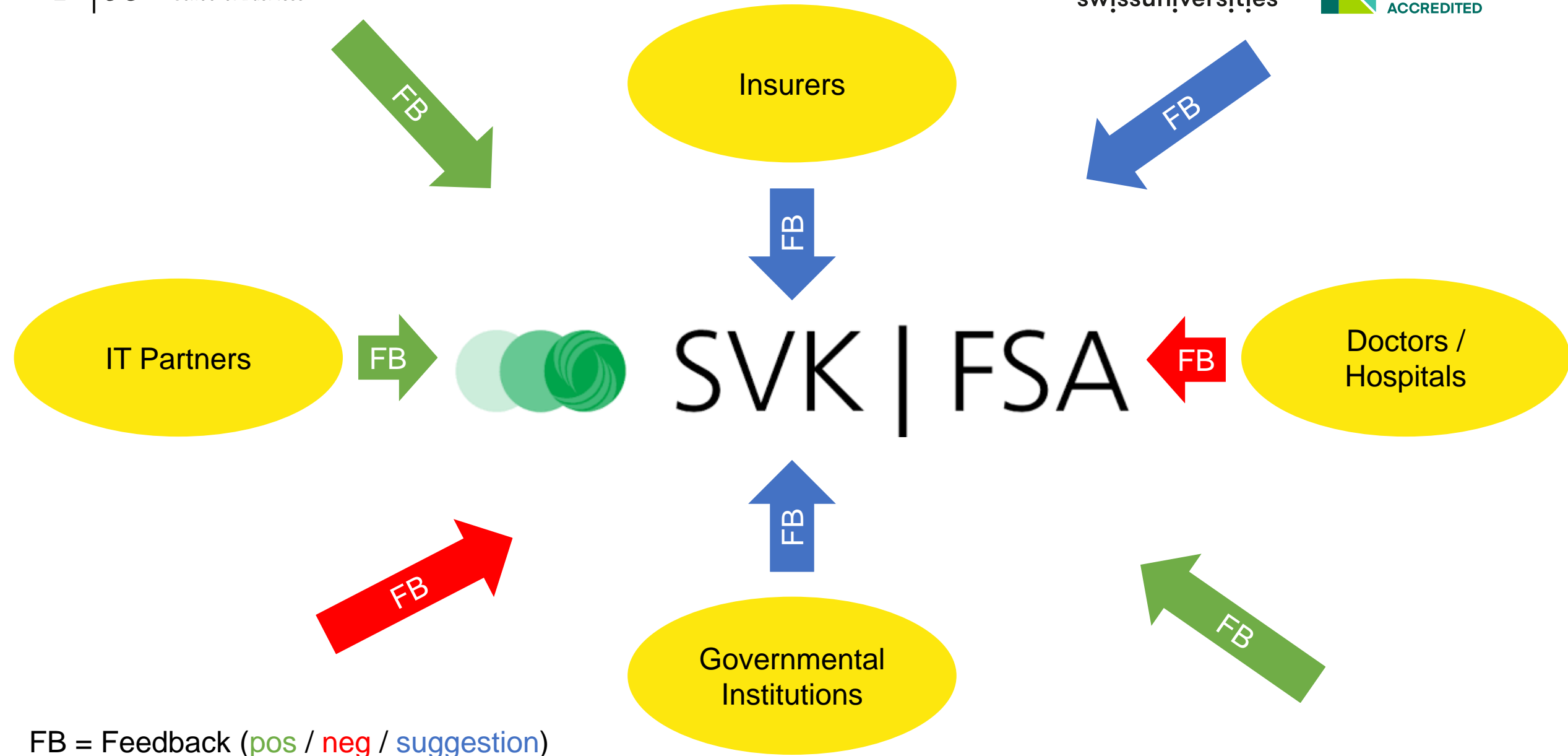
Julie as the Auditor

Loris as an IT Specialist

Ramona as a Team Member

Kevin as the Team Lead





FB = Feedback (pos / neg / suggestion)

Requirements

Strategic



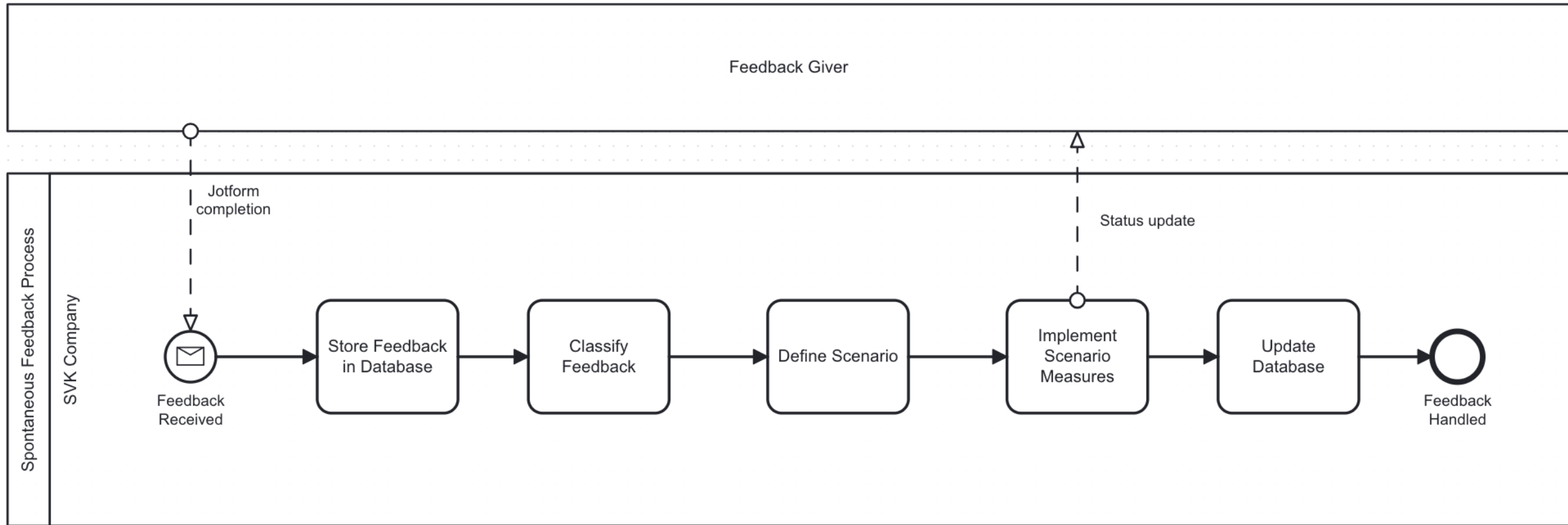
- Standardizing how feedback is analyzed and handled internally
- Ensuring every feedback is recognized, proceed and answered
- Documentation of feedback

Operational



- Jotform
- Camunda Workflow Engine (open source)





Strategic Process Model



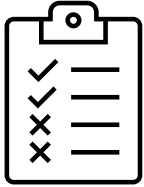


**DIGITAL FEEDBACK
SEAMLESSLY HANDLED**

Benefits and Impacts

Feature	Benefits & Impact	
Automated Emails 	<ul style="list-style-type: none"> • Standardization of responses • Reduction of manual effort • Risk mitigation (CEO mail) 	<ul style="list-style-type: none"> • Faster resolution • Timely updates to stakeholders • Uniformed company image
(Prefilled) Forms 	<ul style="list-style-type: none"> • Data standardization • Better data quality 	<ul style="list-style-type: none"> • Time saving • Improved customer satisfaction
Dashboard 	<ul style="list-style-type: none"> • Data-driven trend monitoring • Live PIs 	<ul style="list-style-type: none"> • Feedback reviews are more efficient • Improved decision making
Database 	<ul style="list-style-type: none"> • Traceability (audit-trail) • Single source of truth 	<ul style="list-style-type: none"> • Evidence

→ Continuous Improvement, Compliance & Operational Excellence



Customer Requirements Addressed

Standardizing how feedback is analyzed and handled internally ✓✓

Ensuring every feedback is recognized, proceed and answered ✓

Documentation of feedback ✓

Efficiency in deployment and daily operations ✓

Features



Automated Emails



(Prefilled) Forms



Dashboard



Database Operations



Service Launcher

Thanks for your attention !

