

1.0 Purpose

The purpose of these procedures is to enhance NCPL's Quality Policy Objectives for ensuring that customer requirements are determined and met, with the aim of enhancing customer satisfaction.

NCPL personnel are in constant communication with clients throughout each job as necessary, obtaining continual feedback. At the end of each job a verbal debriefing may be held with the client. This feedback and other information may be consolidated into a 'lessons learned' document for future reference.

2.0 Responsibility

The Heads of the Department is responsible for ensuring that customer requirements and customer satisfaction are met in accordance with the procedures that follow.

3.0 Procedures

Determination of Customer Requirements

- Client engagement shall be undertaken at least on an annual basis, whenever possible to review the level of service provided and to assess the degree to which Customer requirements are being met.
- Existing Customer requirements shall be reviewed as to the effectiveness of the service provided where additional requirements are needed, such may be implemented as additional services where appropriate and further resources may be allocated.
- Customer requirements may also be reviewed informally during telephone conversations and email exchanges. Such reviews shall be written down (where verbal).
- Prior to implementing any changes to Customer requirements, the Heads of Department shall approve the changes.

Meeting Customer Requirements

Prompt, professional, and complete responses to existing Customer requirements shall be maintained, in accordance with the NCPL Quality policy:

- All Registration, Certification, Surveying, Purchasing and Accounting matters must be well documented, and controls and procedures shall be professionally audited by outside auditors at regular intervals.
- The Integrated Management System is reviewed internally to assess whether Customer requirements are being met.
- Procedures for handling customer complaints and non-conformances are evaluated during reviews and corrective action undertaken where appropriate.
- NCPL effectively measures customers' satisfaction of services provided so that it can have an immediate impact on the direction of the organization. Knowing and understanding customer's' perceptions will allow NCPL with the ability to make knowledgeable improvements or expand on areas in which it excels.

Customer Feedback and Communication

- Feedback from customers and others with regards to their level of satisfaction with the services provided by NCPL, shall be actively sought by Heads of Departments, to continually enhance customer satisfaction.

4.0 Records

- Client Survey Records.
- Client Feedback.