



DOCUMENT CHANGE REQUEST (DCR)

Department/Office : Office of Monitoring and Evaluation DCR No.: _____
Date filed : May 07, 2024

Type of Request	() New Document (✓) Document Revision () Document Nullification () Document Correction () Others _____
Type of Document	() MSP (✓) Systems Control Procedure () Documented Procedures Manual () Form () Others _____
Justification of change	() New Document () Typing Error (✓) Process change () New Responsibility () Change Form () Add reference () Others
Document Code Number and Title: SCP-MSU-IIT-CSS CLIENT SATISFACTION SURVEY	
Revision Status: From: <u>01</u> To: <u>02</u>	

DESCRIPTION OF DOCUMENT CHANGE

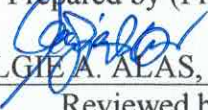
From Existing	To (Proposed)
<p>Document Code: SCP-MSU-IIT-CSS</p> <p>Document Title: Client Satisfaction Survey</p> <p>Purpose Statement: <i>To define the process for conducting client satisfaction surveys and analyzing results to confirm that client satisfaction objective is achieved.</i></p> <p>Scope Statement: <i>This involves all the processes and procedures in utilizing the survey questionnaires to gather feedback from the MSU-IIT Clients.</i></p> <p>Quality Objective Statement: <i>Capture 100% of submitted client satisfaction survey forms in semi-annual summary not later than the 30th working day after June and December.</i></p> <p>Process Owner: Office of Monitoring and Evaluation</p> <p>Process Flow/Details:</p> <ol style="list-style-type: none">1. Prepare Customer Survey form2. Inform Customer to fill-out and drop the form3. Collect and Tabulate results4. Analyze results5. Inform the Top Management and the Concerned Office6. Take appropriate actions, if necessary7. Monitor <p>(See attached document.)</p>	<p>Document Code: SCP-MSU-IIT-CSMS</p> <p>Document Title: Client Satisfaction Measurement Survey</p> <p>Purpose Statement: <i>To assess the overall satisfaction and perception of clients or requesting parties after availing of the services from MSU-IIT offices.</i></p> <p>Scope Statement: <i>This covers all clients who have completed a transaction with MSU-IIT offices.</i></p> <p>Quality Objective Statement: <i>Produce a semi-annual summary report on client satisfaction measurement no later than the 30th working day of June and December of the current year.</i></p> <p>Process Owners: Office of Monitoring and Evaluation & Responsibility Centers with Internal and External Services</p> <p>Process Flow/Details:</p> <ol style="list-style-type: none">1. Notify the offices of the CSM survey questionnaire2. Monitor the survey responses3. Process and analyze the data collected from the survey4. Dissemination of Client Satisfaction Measurement Report5. Issue Corrective Action Report (CAR) (if applicable)6. Report the Client Satisfaction Measurement Results <p>(See attached document.)</p>

Received by: ORUAMS, in replacement to the previous submitted SCP using



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Document Code No.		
FM-MSU-IIT-CDI-005		
Revision No.	Effective Date	Page No.
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Request Result: _____ Approved _____ Denied _____ Revised	
Reasons for Denial: _____	
Prepared by (Process Owner):  MELGIE A. ALAS, MMBM, PGDSDS	Date: May 07, 2024
Reviewed by (QMC): PAMELA F. RESURRECCION, PhD	Date: May 07, 2024
Approved by (Institute Chancellor): PROF. ALIZEDNEY M. DITUCALAN, JD, LLM	Date: May 07, 2024