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| Rev. # | **Description of Change** | | | **Clause #** |
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| **A** | **Initial Release - ISO 9001 : 2008 Requirements** | | | **N.A.** |
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| **Prepared and Reviewed By** | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Signature) | | MANAGEMENT REPRESENTATIVE  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Designation) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Date) | |
| **Approved By** | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Signature) | | **CEO**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Designation) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Date) | |

**1. Purpose :** To define a system to monitor customer satisfaction / dissatisfaction for continual improvement, and enhancement of customer satisfaction.

**2. Scope :** This procedure applies to the Sales PIC (i.e., CEO, COO, Manager and Consultant).

**3. Responsibility :**

The Sales PIC shall be responsible for the monitoring of customer satisfaction / dissatisfaction for continual improvement.

**4. Procedure :**

4.1 **Planning**

4.1.1 The Management Team shall review previous and current data relating to customers’ satisfaction level and initiate preventive action(s) to improve these levels.

4.1.2 Together with the Management Team, the Sales PIC shall :

(a) plan to obtain feedback from customer on their satisfaction / dissatisfaction level;

(b) review complaint (if any) and

1. look into areas for improvement (e.g. quality, service, delivery, cost competitiveness, etc.)

4.1.3 The Sales PIC shall consolidate post-job compliments and appreciation letters / faxes.

4.1.4 The Sales PIC shall revert and disseminate feedback with the “Customer Satisfaction Survey” (see Form No. CS-QR-01) to the relevant function and / or channel the feedback to Management for review in their monthly meetings.

4.1.5 A “Customer Satisfaction Monitoring Plan” (see Form No. CS-QR-02) shall be derived by management and monitored by Top Management till full improvement is achieved.

4.2 **Execution**

4.2.1 **Contract Handling**

.1 The Sales PIC shall carry out contract review activities with customer (see QP-SAL-01). He shall listen attentively and take down all customers’ requirements.

.2 Those requirements that can be provided to customer shall be committed and put in writing.

.3 The outstanding items which require Top Management’s deliberation shall be negotiated progressively with customer to ensure happiness / satisfaction of customer and a ‘win-win’ situation.

.4 Any dissatisfaction comments / complaints or comments for improvement shall be noted down and input into the Customer Satisfaction Monitoring Plan for review and necessary action.

4.2.2 **Customer Feedbacks**

.1 All other staff who interface with customer shall, where applicable, take note of feedbacks from customer and channel these feedbacks into the Customer Satisfaction Monitoring Plan via the Sales PIC.

.2 The Sales PIC and the Operations PIC shall obtain feedback from customer via the Customer Satisfaction Survey for project value exceeding S$8000.

.3 During Management Review Meeting, the Management Team shall make every effort to consolidate all positive / negative feedbacks into the Customer Satisfaction Monitoring Plan.

.4 The discussion will also have respective Heads assigned to the improvement action of a particular area / department and agreed time frame.

4.3 **Monitoring (Checking) / Effective Actions**

4.3.1 The Sales PIC shall monitor and ensure close out or achievement of the Customer Satisfaction Monitoring Plan and the Improvement Action Plans (self-check).

4.3.2 The internal auditor shall audit this procedure to ensure full conformity.

4.4 **Data Analysis / Corrective Action**

* + 1. The data collected on customer satisfaction level shall be analyzed as to the root-cause(s) of any dissatisfaction or problem.
    2. Effective corrective actions shall be taken on feedbacks to prevent repetitive complaints.
    3. The Management Team shall make every effort to achieve enhanced customer satisfaction - through a proposed Improvement Plan to be approved by top management in the Management Review meeting.

**5. Reference Quality Records / Forms**

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|  |  |  | Customer Satisfaction Survey |
|  |  |  | Customer Satisfaction Monitoring Plan |