

Corrective Action Request Form (CAR) (IMD031 Rev.1)

Name of Person Raising CAR

Ian Brown

Date

27/09/2023

Type

Opportunity for Improvement / Suggestion

Source

Internal Audit Finding

Process

Performance evaluation

Priority

Low

Describe the issue/problem/suggestion in detail

Customer feedback, whether good or bad offers an opportunity for improvement. Positive feedback shows customer requirements are being met and contributes to staff motivation. A way of recording, analysing and distributing good customer feedback would allow this to be done formally.

Supporting Information