

Customer Satisfaction Management System (CSMS) v2

A guide on how to use the system

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BACKGROUND AND SUMMARY OF THE SYSTEM (HOMEPAGE)

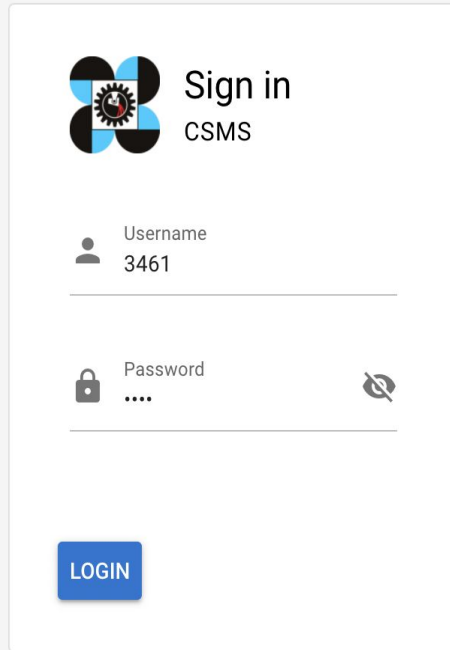
Background: The Planning and Management Division thoroughly analyzes the feedback of customers for the services (Technical Consultancy, Research and Development, Resource and Facility Sharing, Technology Transfer and Commercialization and Facility Rental) rendered by the different divisions of the Center and manually creates the quarterly report based on the raw data compiled by PMD through the procedure called CCSS (Citizen/Client Satisfaction Survey). The objective is to provide guidelines for monitoring and measuring customers' perception/satisfaction on MIRDC's products/services delivered/rendered to determine if expectations are met and the performance criteria needing improvement and analyze the customer's satisfaction with MIRDC services and to identify opportunities for improvement through a well-designed client satisfaction feedback mechanism.

There are two types of records for this procedure: Accomplished Client/Customer Satisfaction Survey Forms - collects the customer's feedback for the service rendered by the Center. Citizen/Client Satisfaction Measurement Report - A quarterly report of the feedbacks of all the customers for that quarter.

Summary: CSSM System is a web-based information system that aims to facilitate data collection, storage, analysis, and reporting of the evaluations given by the customers that availed the services offered by DOST-MIRDC. It has a dashboard that provides an overall summary of the evaluations and generates a year's quarterly report. The system aims to automate the data gathering of feedbacks from customers and quarterly report generation making it easier for PMD to track and easily analyze the data.

FEATURES

Login page



The screenshot shows a login interface for CSMS. At the top left is a logo consisting of a blue and black gear-like shape. To its right is the text "Sign in" in a large font, with "CSMS" in a smaller font below it. Below the header, there are two input fields. The first is labeled "Username" and contains the text "3461". The second is labeled "Password" and contains four dots "....". To the right of the password field is an eye icon with a slash through it, indicating a toggle for password visibility. At the bottom left of the form is a blue button with the word "LOGIN" in white capital letters.

1

Input your username and password then click the login button.

* username & password is the employee ID/Number (SSO Integrated)

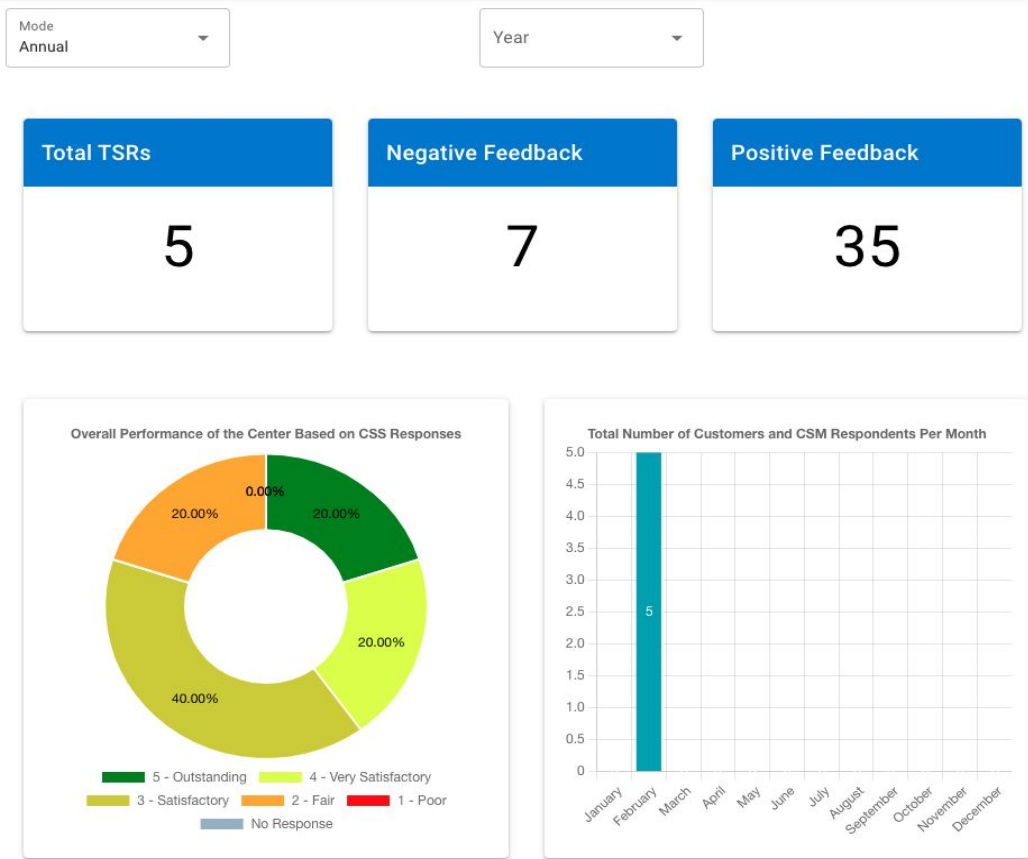
2

To access go to

<http://10.10.120.19:1337/#/> or visit the MIRDC Intranet site then click Information Systems menu.

Note: If you can not access or login to PMIS, please contact MIS local no. 466

Dashboard



1

After logging in, the admin user will then be redirected to Dashboard wherein the user will be able to see the current trends via graphs and the tables for Overall Performance of the Center and Number of Customers Served Tables.

Dashboard

Mode
Annual

Year

Total TSRs

5

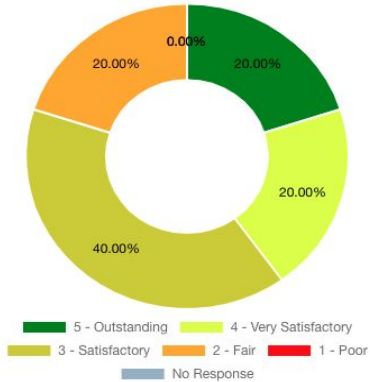
Negative Feedback

7

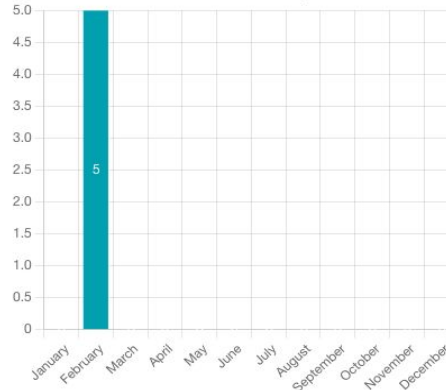
Positive Feedback

35

Overall Performance of the Center Based on CSS Responses



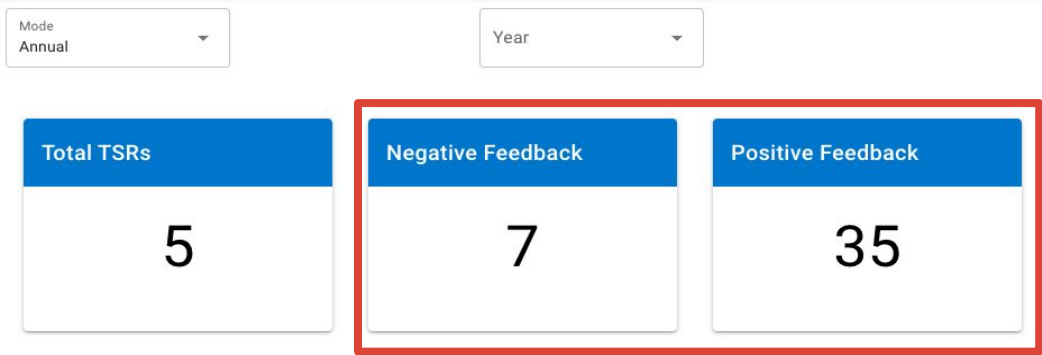
Total Number of Customers and CSM Respondents Per Month



2

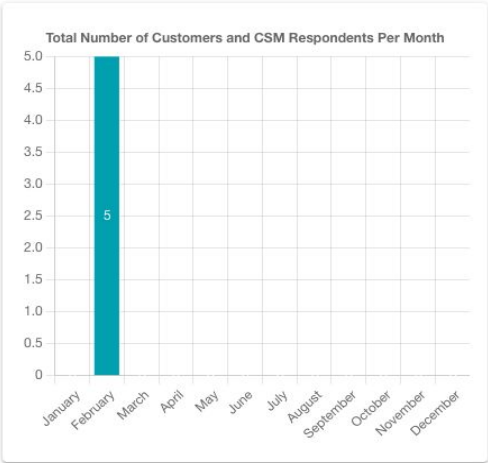
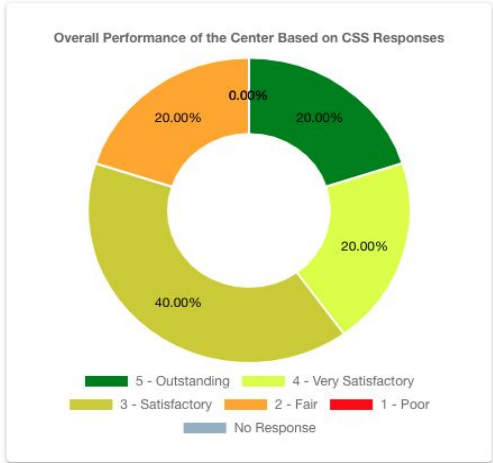
The user can also select which mode (Annual, Quarterly and Date Range) and filter data according to the selected Mode that will update the tables and graphs.

Dashboard



3

The user can view the negative feedbacks and positive feedbacks receive by the center by clicking the respective cards highlighted in this slide.



4


The user can also search the Negative (2 and below values) and Positive (3 and above values) Feedback tables.

Negative Feedback 2022

Search

TSR Number	Division	Service	Question	Value	Submitted Date	Remarks
MIRDC-012016-CLS-0009	ATD	Metals and Material Testing	Responsiveness to queries/concerns	2	2022-02-09	
MIRDC-012016-CLS-0009	ATD	Metals and Material Testing	Reasonable cost of product/service	2	2022-02-09	
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Responsiveness to queries/concerns	1	2022-02-09	
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Fairness/Trustworthiness of transaction	1	2022-02-09	
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Quality of product/service	2	2022-02-09	
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Timeliness in completion of job/service	2	2022-02-09	
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Overall Rating	2	2022-02-09	

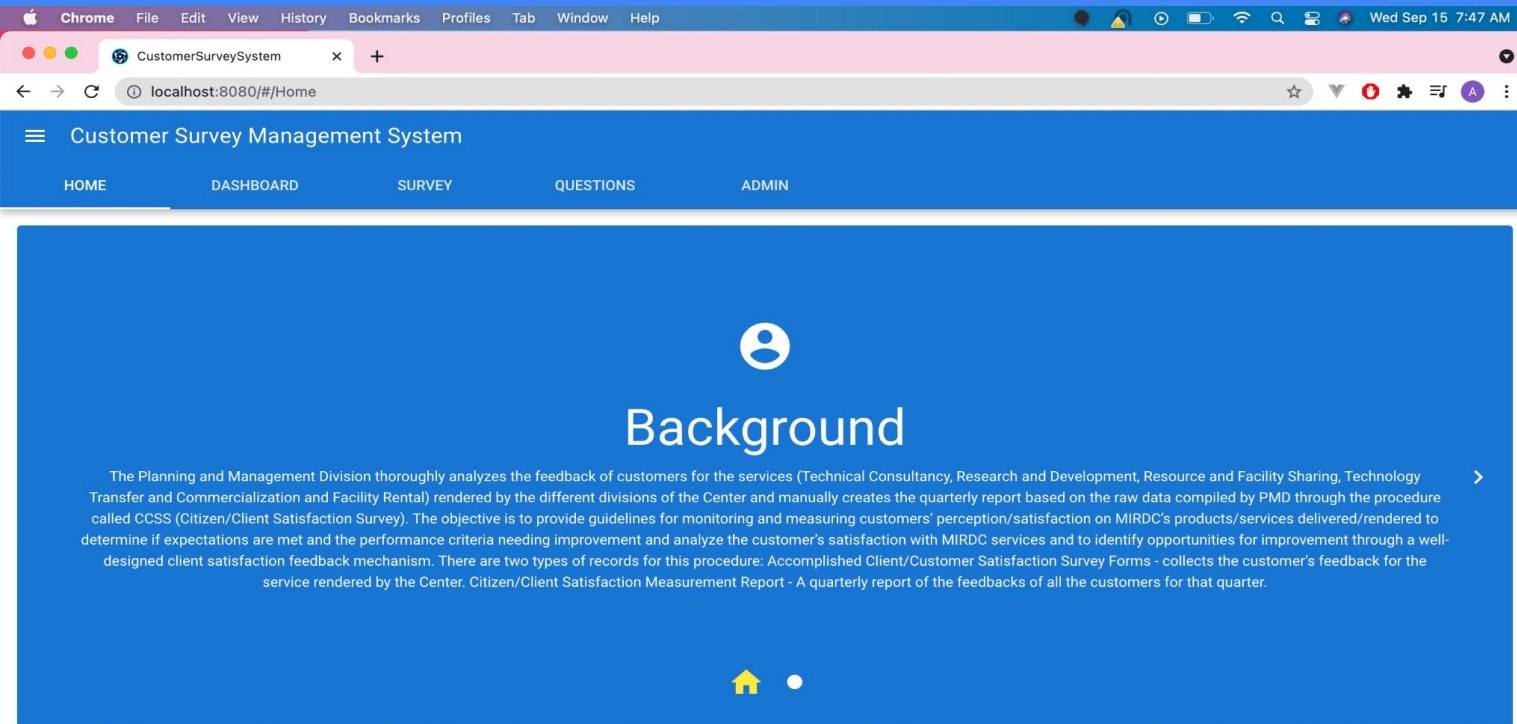
Records per page: 10 1-7 of 7

Positive Feedback 2022						Search	
TSR Number	Division	Service	Question	Value	Submitted Date	Remarks	
MIRDC-012016-CLS-0010	ATD	Metals and Material Testing	Responsiveness to queries/concerns	3	2022-02-09		
MIRDC-012016-CLS-0010	ATD	Metals and Material Testing	Fairness/Trustworthiness of transaction	3	2022-02-09		
MIRDC-012016-CLS-0010	ATD	Metals and Material Testing	Quality of product/service	3	2022-02-09		
MIRDC-012016-CLS-0010	ATD	Metals and Material Testing	Timeliness in completion of job/service	3	2022-02-09		
MIRDC-012016-CLS-0010	ATD	Metals and Material Testing	Reasonable cost of product/service	3	2022-02-09		
MIRDC-012016-CLS-0010	ATD	Metals and Material Testing	Accessibility of service and facilities	4	2022-02-09		
MIRDC-012016-CLS-0010	ATD	Metals and Material Testing	Clarity of processes	4	2022-02-09		
MIRDC-012016-CLS-0010	ATD	Metals and Material Testing	Overall Rating	3	2022-02-09		
MIRDC-012016-CLS-0002	ATD	Metals and Material Testing	Responsiveness to queries/concerns	3	2022-02-09		
MIRDC-012016-CLS-0002	ATD	Metals and Material Testing	Fairness/Trustworthiness of transaction	3	2022-02-09		
Records per page: 10 1-10 of 35 < < > >							

Number of Customers and CSM Respondents Per Service Area

	MRDS			TDD-TABDS		ATD	
Month	Research and Development	Physical Metallurgy	Metals and Material Testing	Technical Consultancy	Technology Transfer	Metals and Material Testing	Calibration and Dimensional M
November	2	78	4	329	10	193	97
Total Actual Respondents	2	78	4	329	10	193	97
Total Actual No. of Customers Served							
Target No. of Respondents							
Percentage							

Homepage



The homepage will display the Background of the system and the description of the system.

Survey

TSR Number

Please rate the following aspects of your experience with the delivery of our service/s? (Low-1 to High-5; No Comment/ N/A - 0)

Survey Questions

1. Responsiveness to queries/concerns



2. Fairness/Trustworthiness of transaction



3. Quality of product/service



4. Timeliness in completion of job/service



5. Reasonable cost of product/service



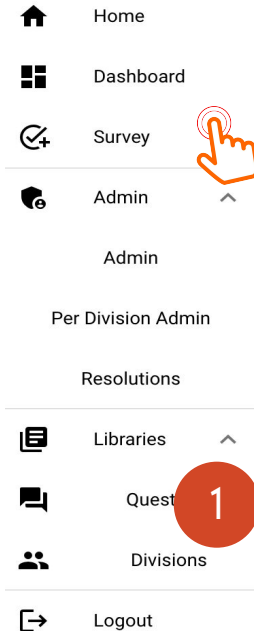
6. Accessibility of service and facilities



7. Clarity of processes



8. Knowledge & Competence of frontline staff



To access the survey page,
Simply click the survey tab
from the navigation side bar.

The survey tab is also
accessible via link or
via QR code for the
customers served by
the center which does
not require a login.

Survey

TSR Number

Please rate the following aspects of your experience with the delivery of our service/s? (Low-1 to High-5; No Comment/ N/A - 0)

Survey Questions

1. Responsiveness to queries/concerns



2. Fairness/Trustworthiness of transaction



3. Quality of product/service



4. Timeliness in completion of job/service



5. Reasonable cost of product/service



6. Accessibility of service and facilities



7. Clarity of processes



8. Knowledge & Competence of frontline staff



2

To answer the survey, the user must then put a valid TSR Number, See attached image for the TSR Number input field,

**The system will check if it is a valid TSR Number from ULIMS and Oneshop. The survey will not be accepted if it is not valid*

Survey

Please rate the following aspects of your experience with the delivery of our service/s? (Low-1 to High-5; No Comment/ N/A - 0)

Survey Questions

1. Responsiveness to queries/concerns



Remarks:

3

The user can answer the survey by accomplishing all the fields displayed

Should there be any feedback answer below 2 stars, the system will display a remarks field wherein the user is required to answer which will be emailed to a point person of the service on that TSR.

Survey

Please Confirm Answers for TSR Number: INT-20-PDS-0103

Questions	Answers
Do you have any other comments, questions, concerns or feedback to further improve our delivery of service	comments
Responsiveness to queries/concerns	5
Fairness/Trustworthiness of transaction	5
Quality of product/service	5
Reasonable cost of product/service	5
Accessibility of service and facilities	5
Clarity of processes	5
Knowledge & Competence of frontline staff	5
Overall Rating	5
Please rate the following aspects of your experience with the delivery of our service/s? (Low-1 to High-5; No Comment/ N/A - 0)	
Timeliness in completion of job/service	5

CANCEL

SUBMIT

After accomplishing the form and clicking submit,

The system will display a confirmation window wherein the feedback is displayed to ask the user to review the answers given.

If the user is satisfied with the feedback, click submit, else click cancel.

Survey

Hi Pogi,

Customer Survey Management System is requesting you to review the
tsrNo:MIRDC-012016-MML-0004 because it received a negative feedback, please
provide a resolution on the provided link

[Access Resolution Form](#)

For remote access or work from home (WFH) setup, please connect to Virtual Private Network (VPN) using your username and password provided by the MIS unit. After a successful connection to the VPN, click on the button above.

If you do not have a VPN account, please request thru Ms. Mercedita G. Abutal, Chief PMD and ISMR at email: mgabutal@mirdc.dost.gov.ph.

This email is autogenerated by Customer Survey Management System please do not reply.

Thank you.
PMD-MIS

Department of Science and Technology (DOST)

Metals Industry Research and Development Center (MIRDC)

5

If the TSR Survey Form has an answer that is negative (2 or below rating). The application will then send email to the designated person of the division or service that contains a Resolution form. The form needs to be accomplished by the designated person and should provide a solution to the feedback so that the Center can prevent having a negative feedback in the future.

Resolution Link

Resolution for MIRDC-022016-NDT-0003

Please provide a resolution for the negative feedback given by the Client

6

1. Responsiveness to queries/concerns:

Feedback Rating: Fair

Comment/Remarks: slow response

Resolution

2. Reasonable cost of product/service:

Feedback Rating: Fair

Comment/Remarks: expensive

Resolution

The resolution link form will be sent to the designated/contact person of the division/service and he/she will need to provide an appropriate resolution to as to why the customer gave a negative feedback on that criteria/question.

SUBMIT

Questions Page

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 - Per Division Admin
 - Resolutions
- Libraries
 - Questions
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- Logout

ADD QUESTION

Questions					Search	
Id	Description	Question_type	Position	Action		
13	Please rate the following aspects of your experience with the delivery of our service/s? (Low-1 to High-5; No Comment/ N/A - 0)	subheader	3			
5	Responsiveness to queries/concerns	select-rate	4			
6	Fairness/Trustworthiness of transaction	select-rate	5			
7	Quality of product/service	select-rate	6			
		select-rate	7			
		select-rate	8			
		select-rate	9			
		select-rate	10			
		select-rate	11			
12	Overall Rating	select-rate	12			

To access the questions page,
Simply click the Questions tab from the
navigation side bar.

Questions Page

Customer Survey Management System

ADD QUESTION

Questions

Search



Id	Description			
13	Please rate the following aspects of your experience with the delivery of our service/s? (Low-1			
5	Responsiveness to queries/concerns			
6	Fairness/Trustworthiness of transaction			
7	Quality of product/service			
14	Timeliness in completion of job/service			
8	Reasonable cost of product/service	select-rate	8	
9	Accessibility of service and facilities	select-rate	9	
10	Clarity of processes	select-rate	10	
11	Knowledge & Competence of frontline staff	select-rate	11	
12	Overall Rating	select-rate	12	

The Questions page has 4 functionalities:

- Add Question
- Edit Question
- Delete Question
- Search Question

Records per page: 10 1-10 of 11

Questions Page

Customer Survey Management System

ADD QUESTION

Questions

Search



Id	Description			
13	Please rate the following aspects of your experience with the delivery of our service/s? (Low-1			
5	Responsiveness to queries/concerns			
6	Fairness/Trustworthiness of transaction			
7	Quality of product/service			
14	Timeliness in completion of job/service	select-rate	7	
8	Reasonable cost of product/service	select-rate	8	
9	Accessibility of service and facilities	select-rate	9	
10	Clarity of processes	select-rate	10	
11	Knowledge & Competence of frontline staff	select-rate	11	
12	Overall Rating	select-rate	12	

1

To add a question in the survey form, simply click the ADD QUESTION button found in the upper right part of the page.

Records per page: 10 1-10 of 11

Add Question

☐ Is part of another question?

Description

ex: What industry do you belong in?

Label

What will be the hint for this question

Question Type

ex: Text, select-drop for dropdown, etc

Position

Position/Order in the survey form

CANCEL

ADD QUESTION

ADD QUESTION

Search



The button will show a form which contains the following fields:

- Part of another question field: To categorize which question that particular question belongs to
- The Description field: is the question text displayed in the survey form
- Label Field: the label of the question that will be displayed in the form
- Question Type: Text (Text Box), Rate (Rate a Question), Subheader (a question inside a question)
- Position Field: is the position of the question displayed in the form

2

Add Question

☐ Is part of another question?

Description

ex: What industry do you belong in?

Label

What will be the hint for this question

Question Type

ex: Text, select-drop for dropdown, etc

Position

Position/Order in the survey form

CANCEL

ADD QUESTION

ADD QUESTION

Search



	Question_type	Position	Action
to High-5; No Comment/ N/A - 0)	subheader	3	
	select-rate	4	
	select-rate	5	

3

After accomplishing all the necessary fields, click Add Question button found in the lower right of the form.

	select-rate	10	
	select-rate	11	
	select-rate	12	

Records per page: 10 1-10 of 11 < >

Questions Page

Customer Survey Management System

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- Dashboard
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- Logout

ADD QUESTION

Questions

Search



Id	Description			
13	Please rate the following aspects of your experience with the delivery of our service/s? (Low-1			
5	Responsiveness to queries/concerns			
6	Fairness/Trustworthiness of transaction			
7	Quality of product/service			
14	Timeliness in completion of job/service			
8	Reasonable cost of product/service	select-rate	8	
9	Accessibility of service and facilities	select-rate	9	
10	Clarity of processes	select-rate	10	
11	Knowledge & Competence of frontline staff	select-rate	11	
12	Overall Rating	select-rate	12	

1

To edit a question in the survey form, simply click the pencil button found in Action column of the question that you want to update.

Records per page: 10 1-10 of 11

Update Question

Description

Do you have any other comments, questions, concerns or feedback?

ex: What industry do you belong in?

Label

Comments

What will be the hint for this question

Parent

ex: Please rate the following questions - Timeliness

Question Type

text

ex: Text, select-drop for dropdown, etc

Position

13

Position/Order in the survey form

CANCEL

UPDATE QUESTION

ADD QUESTION

Search



The button will show a form which contains the following fields:

- The Description field: is the question text displayed in the survey form
- Label Field: the label of the question that will be displayed in the form
- Parent field: is the question which that questions belongs to
- Question Type: Text (Text Box), Rate (Rate a Question), Subheader (a question inside a question)
- Position Field: is the position of the question displayed in the form

2

Update Question

Description

Do you have any other comments, questions, concerns or feedback?

ex: What industry do you belong in?

Label

Comments

What will be the hint for this question

Parent

ex: Please rate the following questions - Timeliness

Question Type

text

ex: Text, select-drop for dropdown, etc

Position

13

Position/Order in the survey form




CANCEL

UPDATE QUESTION

ADD QUESTION




Search



	Question_type	Position	Action
service/s? (Low-1 to High-5; No Comment/ N/A - 0)	subheader	3	
	select-rate	4	
	select-rate	5	

3

After accomplishing all the necessary fields, click Update Question button found in the lower right of the form to update the question.




	select-rate	10	
	select-rate	11	
	select-rate	12	

3

After accomplishing all the necessary fields, click Update Question button found in the lower right of the form to update the question.

Records per page: 10 1-10 of 11 < >

Questions Page




Questions					Search		Q
Id ↑	Description	Question_type	Position	Action			
4	Do you have any other comments, questions, concerns or feedback to further improve our delivery of service	text	13				
64	sample question	text	34	 			
					Records per page: 10 ▾ 11-12 of 12 < >		

To delete a question in the survey form, simply click the trash can button found in Action column of the question that you want to delete.

1

The questions in the current form (2021) cannot be deleted. Only new added question by the user can be delete

Questions Page

Questions				Search	🔍
Id ↑	Description	Question_type	Position	Action	
4	Do you have any other comments, questions, concerns or feedback to further improve our delivery of service	text	13		
64	sample question	text	34	 	

Records per page: 10 ▾ 11-12 of 12 < >

After clicking the trash can button, a popup will show wherein it will ask the confirmation from the user to delete the question

2

In this example, the user chose to delete the “sample question” where the ID is “64”

Click Delete to delete the question

Please confirm

Are you sure you want to delete this question?


Question: sample question with the ID 64

CANCEL


DELETE

Admin Page


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mm/dd/yy 

Start Date

mm/dd/yy 


End Date

 Import Data

IMPORT DATA


GENERATE RAW DATA


GENERATE PDF REPORT

Survey Results							Search	
TSR Number	Division	Service	Industry	Responsiveness to queries/concerns	Fairness/Trustworthiness of transaction	Quality of product		
INS_0142	ATD	Calibration and Dimensional Measurement		5	5	5		
INS-0012	ATD	Calibration and Dimensional Measurement						
INS-0020	ATD	Calibration and Dimensional Measurement						
INS-0021	ATD	Calibration and Dimensional Measurement						
INS-0032	ATD	Calibration and Dimensional Measurement						
INS-0037	ATD	Calibration and Dimensional Measurement						
INS-0052	ATD	Calibration and Dimensional Measurement		5	5	5		
INS-0053	ATD	Calibration and Dimensional Measurement		5	5	5		


To access the Admin page, simply click the "Admin" tab and after the dropdown, click the Admin Tab

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mm/dd/yy 

Start Date

mm/dd/yy 

End Date

 Import Data

IMPORT DATA

GENERATE RAW DATA

GENERATE PDF REPORT

Survey Results

Search



TSR Number	Division	Service	Industry	Responsiveness to queries/concerns	Fairness/Trustworthiness of transaction	Quality of product
INS_0142	ATD	Calibration and Dimensional Measurement		5	5	5
INS-0012	ATD	Calibration and Dimensional Measurement				
INS-0020	ATD	Calibration and Dimensional Measurement				
INS-0021	ATD	Calibration and Dimensional Measurement				
INS-0032	ATD	Calibration and Dimensional Measurement				
INS-0037	ATD	Calibration and Dimensional Measurement				
INS-0052	ATD	Calibration and Dimensional Measurement		5	5	5
INS-0053	ATD	Calibration and Dimensional Measurement		5	5	5

To access the Admin page, simply click the “Admin” tab and after the dropdown, click the Admin Tab

Admin Page

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Start Date

End Date

Survey Results				Search		
TSR Number	TSR Title	TSR Description	TSR Status	queries/concerns	Fairness/Trustworthiness of transaction	Quality of product
INS_0142	A				5	5
INS-0012	A				5	5
INS-0020	A				5	5
INS-0021	A				5	5
INS-0032	A				5	5
INS-0037	A				5	5
INS-0052	A				5	5
INS-0053	ATD				5	5


The Admin page has 4 functionalities:

- Generate Raw Data: Generate the excel file of the tables in the report
- Generate PDF Report: Generate PDF Report that is being submitted every quarter along with all the tables that is needed.
- Search Function for the TSR Number
- Import Data: Import Data from excel file template to be put into the system


Also, the Admin page displays Survey Results (All TSRS) and Overall Agency Citizen/ Client Satisfaction Score table. The user can also view the details of a given TSR.

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mm/dd/yy 

Start Date

mm/dd/yy 

End Date

 Import Data

IMPORT DATA

GENERATE RAW DATA

GENERATE PDF REPORT

Survey Results

Search



TSR Number	Division	Service	Industry	R	on	Quality of produ
INS_0142	ATD	Calibration and Dimensional Measurement				5
INS-0012	ATD	Calibration and Dimensional Measurement				5
INS-0020	ATD	Calibration and Dimensional Measurement				5
INS-0021	ATD	Calibration and Dimensional Measurement				5
INS-0032	ATD	Calibration and Dimensional Measurement				5
INS-0037	ATD	Calibration and Dimensional Measurement				5
INS-0052	ATD	Calibration and Dimensional Measurement				5
INS-0053	ATD	Calibration and Dimensional Measurement				5

1


Click Import Data Field, choose the template raw data based from old excel report. (Note: You can also have a start and end date for a specific date range of the report)

2


Click Import Data Button. File name should end with - "-year.xlsx"

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mm/dd/yy 

Start Date

mm/dd/yy 


End Date

 Import Data

IMPORT DATA

GENERATE RAW DATA

GENERATE PDF REPORT

Survey Results							Search	
TSR Number	Division	Service	Industry	Responsiveness to queries/concerns	Fairness/Trustworthiness of transaction	Quality of product		
INS_0142	ATD	Calibration and Dimensional Measurement		5	5	5		
INS-0012	ATD	Calibration and Dimensional Measurement		5		5		
INS-0020	ATD	Calibration and Dimensional Measurement		5		5		
INS-0021	ATD	Calibration and Dimensional Measurement		5		5		
INS-0032	ATD	Calibration and Dimensional Measurement		5		5		
INS-0037	ATD	Calibration and Dimensional Measurement		5		5		
INS-0052	ATD	Calibration and Dimensional Measurement		5		5		
INS-0053	ATD	Calibration and Dimensional Measurement		5	5	5		

1

To generate excel report, click Generate Raw Data Button, if you wish to have a specific date range, just specify a start and end date in their respective fields.

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mm/dd/yy

Start Date

mm/dd/yy

End Date

Import Data

IMPORT DATA

GENERATE RAW DATA

GENERATE PDF REPORT

Survey Results							Search	
TSR Number	Division	Service	Industry	Responsiveness to queries/concerns	Fairness/Trustworthiness of transaction	Quality of product		
INS_0142	ATD	Calibration and Dimensional Measurement		5	5	5		
INS-0012	ATD	Calibration and Dimensional Measurement		5		5		
INS-0020	ATD	Calibration and Dimensional Measurement		5		5		
INS-0021	ATD	Calibration and Dimensional Measurement		5		5		
INS-0032	ATD	Calibration and Dimensional Measurement		5		5		
INS-0037	ATD	Calibration and Dimensional Measurement		5		5		
INS-0052	ATD	Calibration and Dimensional Measurement		5		5		
INS-0053	ATD	Calibration and Dimensional Measurement		5	5	5		

1

To generate the pdf report, click Generate PDF Data Button, if you wish to have a specific date range, just specify a start and end date in their respective fields.

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mm/dd/yy

Start Date

mm/dd/yy

End Date

Import Data

IMPORT DATA

GENERATE RAW DATA

GENERATE PDF REPORT

Survey Results

Search



TSR Number	Division	Service	Industry	Responsiveness to queries/concerns	Fairness/Trustworthiness of transaction	Quality of product
INS_0142	ATD	Calibration and Dimensional Measurement		5	5	5
INS-0012	ATD	Calibration and Dimensional Measurement		5		5
INS-0020	ATD	Calibration and Dimensional Measurement		5		5
INS-0021	ATD	Calibration and Dimensional Measurement		5		5
INS-0032	ATD	Calibration and Dimensional Measurement		5		5
INS-0037	ATD	Calibration and Dimensional Measurement		5		5
INS-0052	ATD	Calibration and Dimensional Measurement		5		5
INS-0053	ATD	Calibration and Dimensional Measurement		5	5	5

1

To search for a survey/feedback form. Simply put the tsr number in the search box.

Per Division Admin Page

Please accomplish all of the fields

Division
MPRD

Service
Research and
Development

2021/11/01

2021/11/30

Start Date

End Date

Summary of Citizen/Client Satisfaction Survey CCSS Rating

Service Area/Rating	Responsiveness to queries/concerns	Time
MPRD		
Research and Development		
5 - Outstanding	100%	100%
4 - Very Satisfactory	0%	0%
3 - Satisfactory	0%	0%
2 - Fair	0%	0%
1 - Unsatisfactory	0%	0%

1

To get the Total Summary of Citizen/Client Satisfaction Survey CCSS Rating and Summary of Citizen/Client Satisfaction Survey CCSS Rating Tables, simply accomplish all the necessary field highlighted above.

Resolutions Page

☐ Show Filters

☒ All Negative Feedbacks (default) ☐ With Resolutions ☐ Without Resolutions

All Negative Feedbacks

Search



TSR Number	Division	Service	Question	Value	Submitted Date	Remarks by Customer	Resolution
MIRDC-012016-CLS-0009	ATD	Metals and Material Testing	Responsiveness to queries/concerns	2	2022-02-09	waw	res
MIRDC-012016-CLS-0009	ATD	Metals and Material Testing	Reasonable cost of product/service	2	2022-02-09	no	ress
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Responsiveness to queries/concerns	1	202		
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Fairness/Trustworthiness of transaction	1	202		
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Quality of product/service	2	202		
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Timeliness in completion of job/service	2	202		


1

The user can also view all the negative feedbacks and filter via the Resolutions page under Admin Tab. The user can filter the data via division, service and date range.

Resolutions Page

☐ Show Filters

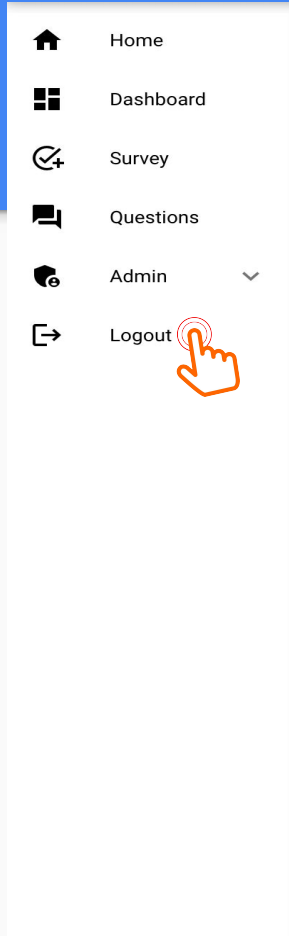
☒ All Negative Feedbacks (default) ☐ With Resolutions ☐ Without Resolutions

All Negative Feedbacks							Search 
TSR Number	Division	Service	Question	Value	Submitted Date	Remarks by Customer	Resolution
MIRDC-012016-CLS-0009	ATD	Metals and Material Testing	Responsiveness to queries/concerns	2	2022-02-09	waw	res
MIRDC-012016-CLS-0009	ATD	Metals and Material Testing	Reasonable cost of product/service	2	2022-02-09	no	ress
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Responsiveness to queries/concerns	1	20		
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Fairness/Trustworthiness of transaction	1	20		
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Quality of product/service	2	20		
MIRDC-012016-MML-0004	ATD	Metals and Material Testing	Timeliness in completion of job/service	2	20		

2

The user can also search TSR Numbers and filter which Negative feedback that don't have a resolution yet.

How to log out your account



1 On the left side navigation bar, click
“Logout” to log out of the system

***Note:** For first time login, the temporary password is the employee ID/number. Please change password through the manage account function.

ACCESS ROLES

There are two types of users:

1. PMD Personnel - Has access to the system and all of its features.
2. Customer - This type of user can only access the Survey Tab.