	DEPARTMENT OF SCIENCE AND TECHNOLOGY DOST Regional Office No. IX	DOCUMENT CODE	PM-QMR 06-01
	PROCEDURES MANUAL	REVISION NUMBER	5
		PAGE NUMBER	1 of 5
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	01 JULY 2023
SUBJECT	CUSTOMER SATISFACTION MEASUREMENT		

1.0 OBJECTIVE

To measure and monitor the level of customers' satisfaction and implement improvements to ascertain their satisfaction.

2.0 SCOPE

This procedure covers all activities from gathering customers' feedback to analysis and implementation of action plan as a result of the study including the risks and opportunities associated with the process.

3.0 DISTRIBUTION

This procedure manual is distributed to the following:

<u>Copy No.</u>	<u>Copyholder</u>
Original	Document Custodian
1	Regional Director
2	ARD, Finance Administrative Support and Technical Services
3	PSTD, PSTC-Zamboanga Sibugay
4	ARD, Field Operation Services
5	PSTD, PSTC-Zamboanga del Sur
6	PSTD, PSTC-Zamboanga del Norte
7	Head, Internal Audit Group
8	S&T Information Manager
9	CSTD, CSTC- Zamboanga and Isabela

4.0 TERMS AND DEFINITIONS

CSF - refers to Customer Satisfaction Feedback which is used to gather information on the level of customer satisfaction.



Customer Relation Management System (CRMS) – A web application used to centralize the process of gathering customer feedbacks.


5.0 RESPONSIBILITIES

Functional Units – responsible for providing CSF link to customers, analysing feedback results and analysing generated CSF report.

MIS Unit Personnel – responsible in generating the quarterly summary CSF through the Web Application.

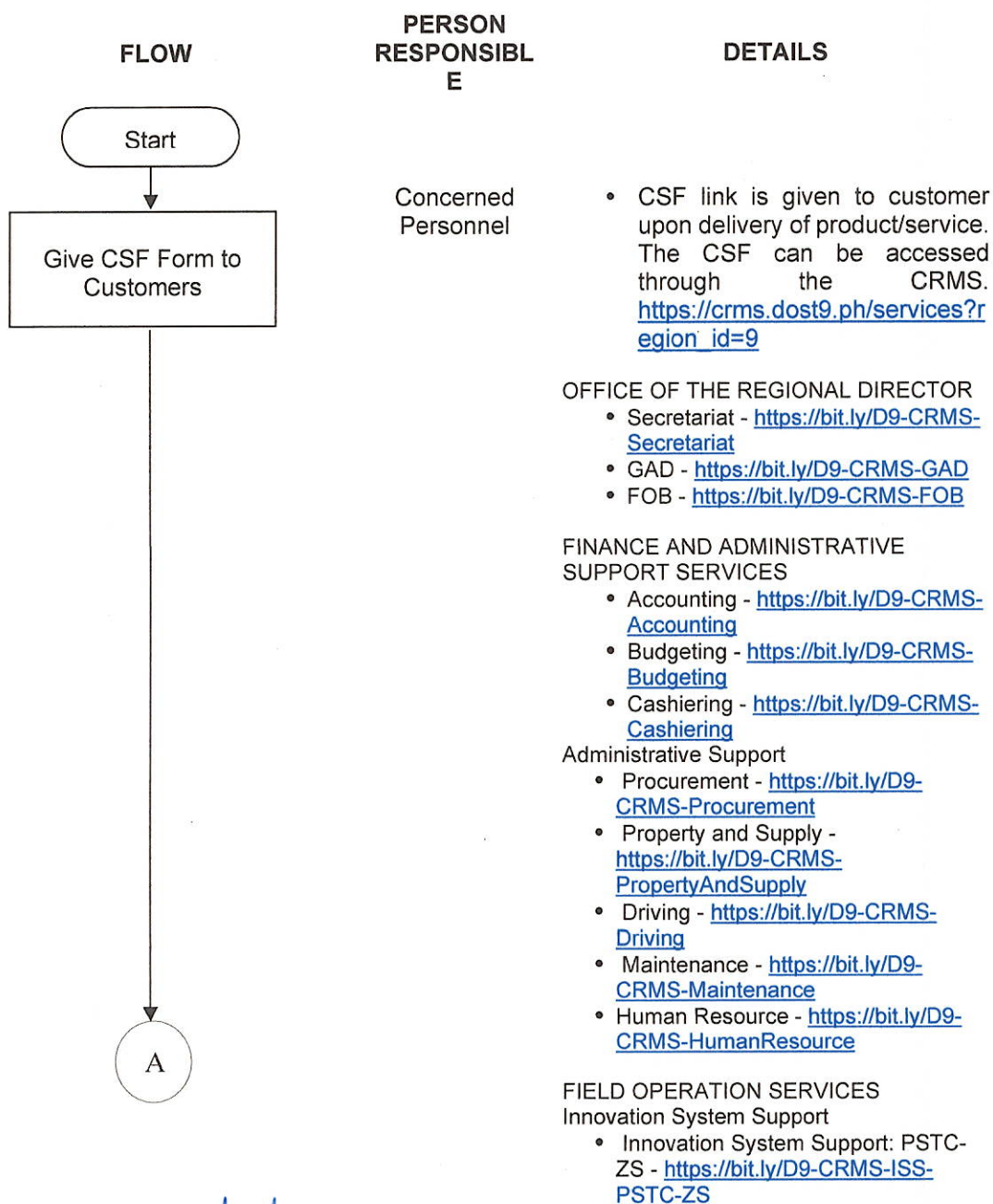
Assistant Regional Director – review the CSF reports from the functional units under their supervision and identify appropriate courses of action, if necessary



Prepared by:  MIS Manager	Approved by:  Quality Management Representative
--------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------

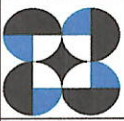
	DEPARTMENT OF SCIENCE AND TECHNOLOGY DOST Regional Office No. IX	DOCUMENT CODE	PM-QMR 06-01
	PROCEDURES MANUAL	REVISION NUMBER	5
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	PAGE NUMBER	2 of 5
SUBJECT	CUSTOMER SATISFACTION MEASUREMENT	EFFECTIVITY DATE	01 JULY 2023

Regional Director – acknowledge receipt of the CSF reports and institute policies to improve the customer service delivery

6.0 PROCEDURES



Prepared by:  MIS Manager	Approved by:  Quality Management Representative
--------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------

	DEPARTMENT OF SCIENCE AND TECHNOLOGY DOST Regional Office No. IX	DOCUMENT CODE	PM-QMR 06-01
	PROCEDURES MANUAL	REVISION NUMBER	5
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	PAGE NUMBER	3 of 5
SUBJECT	CUSTOMER SATISFACTION MEASUREMENT		

- Innovation System Support: PSTC-ZDS - <https://bit.ly/D9-CRMS-ISS-PSTC-ZDS>
- Innovation System Support: PSTC-ZDN - <https://bit.ly/D9-CRMS-ISS-PSTC-ZDN>
- Innovation System Support: CSTC-ZCIC - <https://bit.ly/D9-CRMS-ISS-CSTC-ZCIC>

S&T Intervention

- S&T Intervention: PSTC-ZS - <https://bit.ly/D9-CRMS-STIntervention-PSTC-ZS>
- S&T Intervention: PSTC-ZDS - <https://bit.ly/D9-CRMS-STIntervention-PSTC-ZDS>
- S&T Intervention: PSTC-ZDN - <https://bit.ly/D9-CRMS-STIntervention-PSTC-ZDN>
- S&T Intervention: CSTC-ZCIC - <https://bit.ly/D9-CRMS-STIntervention-CTSC-ZCIC>
- RPMO - <https://bit.ly/D9-CRMS-RPMO>

TECHNICAL SERVICES

- RSTL - <https://bit.ly/D9-CRMS-RSTL>

S&T Scholarship

- S&T Scholarship: PSTC-ZS - <https://bit.ly/D9-CRMS-STSCholarships-PSTC-ZS>
- S&T Scholarship: PSTC-ZDS - <https://bit.ly/D9-CRMS-STSCholarships-PSTC-ZDS>
- S&T Scholarship: PSTC-ZDN - <https://bit.ly/D9-CRMS-STSCholarships-PSTC-ZDN>
- S&T Scholarship: CSTC-ZCIC - <https://bit.ly/D9-CRMS-STSCholarships-CSTC-ZCIC>

S&T Information

- S&T Information: CSTC-ZCIC - <https://bit.ly/D9-CRMS-STInformation-CSTC-ZCIC>
- DRRM - <https://bit.ly/D9-CRMS-DRRM>
- HALAL - <https://bit.ly/D9-CRMS-HALAL>
- RxBox - <https://bit.ly/D9-CRMS-RxBOX>
- Information Communication Technology - <https://bit.ly/D9-CRMS-ICT>

Prepared by:

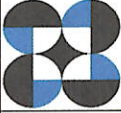


MIS Manager

Approved by:



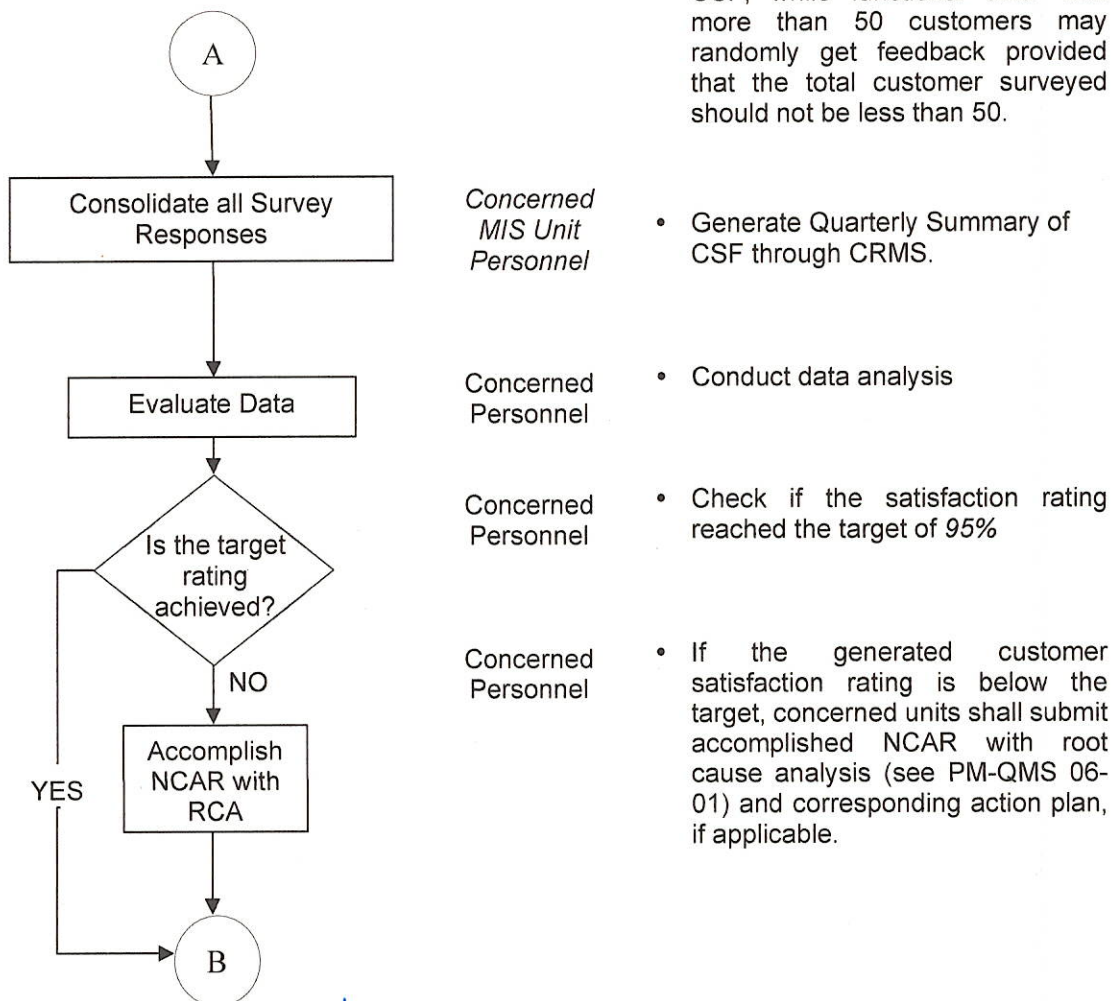
Quality Management Representative



	DEPARTMENT OF SCIENCE AND TECHNOLOGY DOST Regional Office No. IX	DOCUMENT CODE	PM-QMR 06-01
	PROCEDURES MANUAL	REVISION NUMBER	5
		PAGE NUMBER	4 of 5
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	01 JULY 2023
SUBJECT	CUSTOMER SATISFACTION MEASUREMENT		

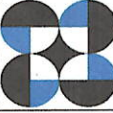
Research Development Support

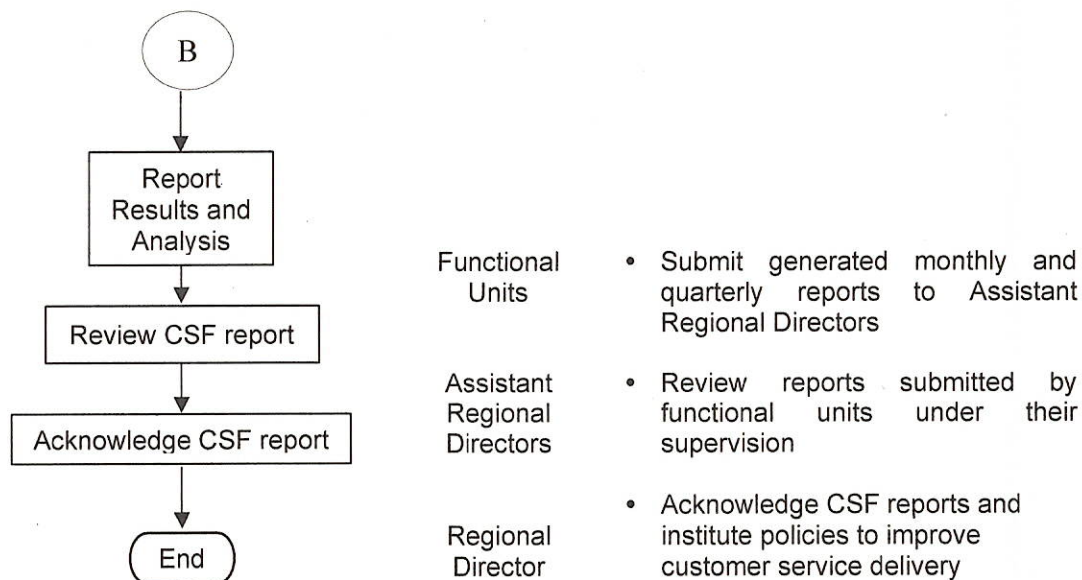
- ZCHRD - <https://bit.ly/D9-CRMS-ZCHRD>
- ZIEERDEC - <https://bit.ly/D9-CRMS-ZCIEERDEC>
- NSTEP - <https://bit.ly/D9-CRMS-NSTEP>
- Innovation Support Services - <https://bit.ly/D9-CRMS-InnovationSupportServices>

Functional Units with below 50 customers per month or per engagement (whichever is applicable) shall require 100% of the respondents to accomplish the CSF, while functional units with more than 50 customers may randomly get feedback provided that the total customer surveyed should not be less than 50.



Prepared by:  <i>MIS Manager</i>	Approved by:  <i>Quality Management Representative</i>
---------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------

	DEPARTMENT OF SCIENCE AND TECHNOLOGY DOST Regional Office No. IX	DOCUMENT CODE	PM-QMR 06-01
	PROCEDURES MANUAL	REVISION NUMBER	5
		PAGE NUMBER	5 of 5
SECTION	MEASUREMENT, ANALYSIS AND IMPROVEMENT	EFFECTIVITY DATE	01 JULY 2023
SUBJECT	CUSTOMER SATISFACTION MEASUREMENT		





7.0 REFERENCES

- N/A

8.0 RECORDS

- Accomplished CSF of Functional Units
- Summary of Customer Satisfaction Rating

Prepared by:  <i>MIS Manager</i>	Approved by:  <i>Quality Management Representative</i>
---------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------