

	DEPARTMENT OF SCIENCE AND TECHNOLOGY <b>DOST Regional Office No. IX</b>	DOCUMENT CODE	<b>QM-DOST IX 08-02</b>
	<b>QUALITY MANUAL</b>	REVISION NUMBER	<b>2</b>
		PAGE NUMBER	<b>1 of 1</b>
SECTION	OPERATION	EFFECTIVITY DATE	<b>01 July 2023</b>
SUBJECT	<b>REQUIREMENTS FOR SERVICES</b>		

DOST Regional Office No. IX has defined mutually acceptable processes for communicating effectively and efficiently with its customers. Review of the requirements related to a service is conducted prior to the commitment to engage into a contract with a customer is given. This is done to ensure that both parties have mutual understanding as to the terms, conditions, and requirements pertaining to the contract that they are about to enter into. In addition, DOST-IX, through the review process, is able to conduct an assessment to see if it is capable of meeting the defined requirements.

When the customer does not provide documented statement of their requirements, the request is reviewed and confirmed by the concerned division/section before acceptance. When there are changes in service requirements, relevant documents are amended and concerned personnel are made aware of the changes in requirements.

Implementation of effective arrangements for communicating with customers in relation to service information, inquiries, contracts, or order handling, contract amendments, and customer feedback, including customer complaint is ensured.

Documented information of customer requirements and reviews are maintained and reviewed for relevance and effectiveness.

Prepared by:  Quality Management Representative	Approved by:  Regional Director
--	--