	DEPARTMENT OF SCIENCE AND TECHNOLOGY DOST Regional Office No. IX	DOCUMENT CODE	PM-QMR 05-01
	PROCEDURES MANUAL	REVISION NUMBER	1
SECTION	PRODUCT REALIZATION	PAGE NUMBER	1 of 2
SUBJECT	HANDLING CUSTOMER FEEDBACK	EFFECTIVITY DATE	01 July 2023

1.0 OBJECTIVE

To ensure that all customer feedback requiring attention are properly attended to and given immediate action/response.

2.0 SCOPE

This procedure covers all activities from receipt of customer feedback up to the preparation of quarterly report summarizing all customer feedback *including the risks and opportunities associated with the process.*

3.0 ACCESS

This procedures manual has been uploaded to the DOST IX Document Management System (DMS) and is accessible to all DOST IX personnel. The original copy of this document is managed by the Document Custodian.

4.0 DEFINITION OF TERMS



Customer Feedback - refers to customer complaints, suggestions, issues, and concerns requiring attention and immediate action.


5.0 RECORDS

- Customer Feedback File
- Nonconformity and Corrective Action Report (NCAR)
- Incoming / Outgoing Correspondence File

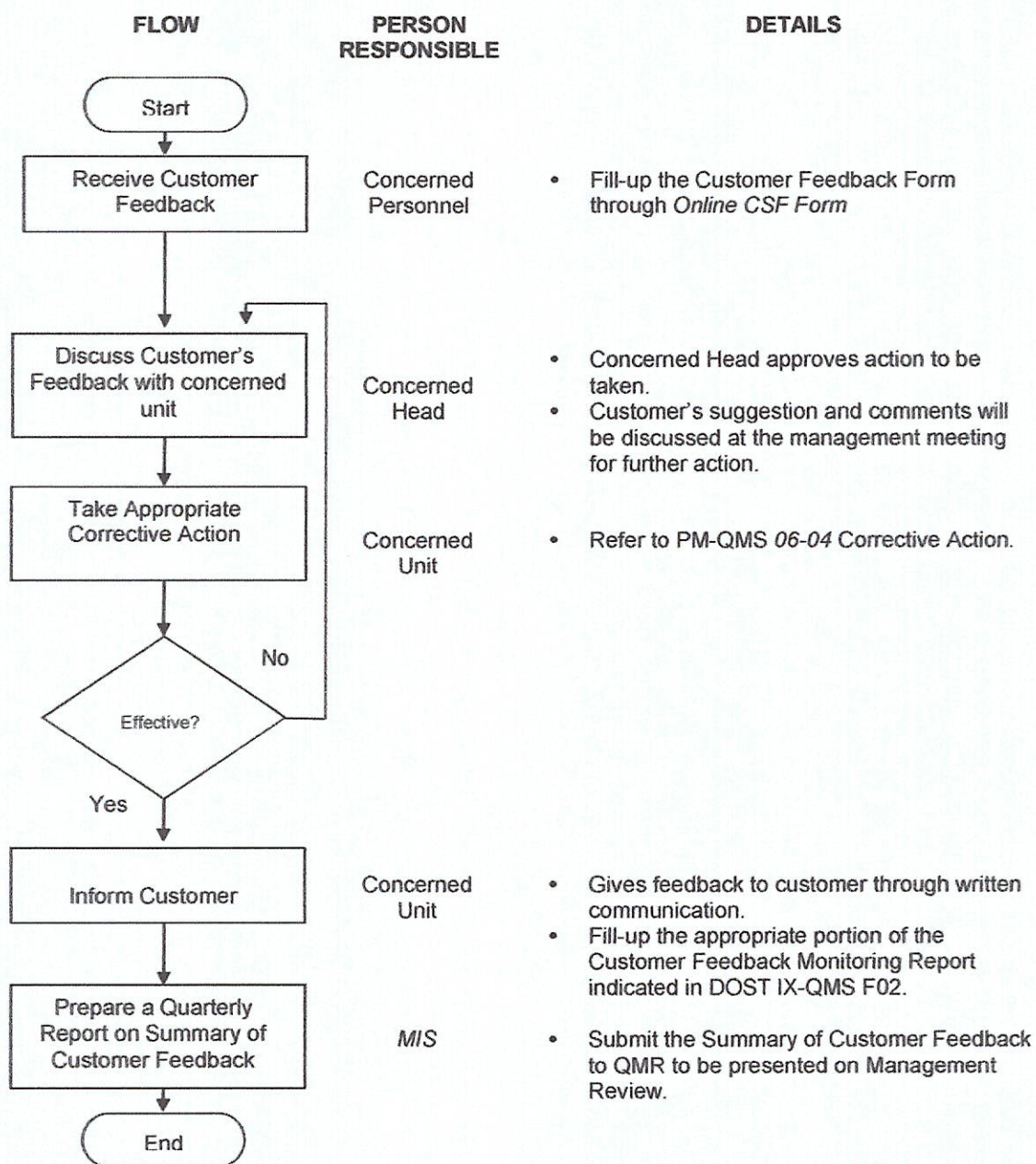
6.0 REFERENCE

- PM-QMS 06- 04 Corrective Action

Prepared by:  QMS Secretariat	Approved by:  Quality Management Representative
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6.0 PROCEDURE



Prepared by:

QMS Secretariat

Approved by:

Quality Management Representative