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SUBJECT	CUSTOMER FOCUS		
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Top Management ensures that the current and future requirements and applicable statutory and regulatory requirements of customers and other interested parties are determined, understood, and consistently met through the conduct of survey and other forms of customer listening mechanisms. Customer satisfaction or dissatisfaction feedback is gathered through an established Customer Feedback Mechanism. Customer feedback is monitored and analyzed, and appropriate course/s of action is determined and implemented when necessary.

Top Management also ensures that *they proactively identify and address risks and opportunities that can impact service quality and the organization's ability to improve and sustain customer satisfaction.*

REFERENCES

- PM-DOST IX 05-01 Handling Customer Feedback
- PM-QMS 06-05 Customer Satisfaction Measurement
- *DOST IX Risk and Opportunity Management Online System*

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