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| Instruction:  **QP-103** | Pages: **2** |
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| Authorized By: **Quality Assurance Manager** | |

**CUSTOMER SATISFACTION MEASUREMENT**

1. Purpose and Scope

**PURPOSE**

To objectively measure customer satisfaction, obtaining input from key customer personnel through a formal survey process and/or personal contact

**SCOPE**

This procedure applies to customers of E.C. Styberg Engineering Co.

1. Definitions

**None**

1. Process Owner

**Quality Manager**

**Process Designee: Engineering Coordinator**

**4. Procedures**

**4.1 Engineering Coordinator**

**Initiates Survey Process**

The customer satisfaction survey is initiated by the Quality Manager and conducted annually to identify major performance areas of concern to E.C. Styberg Engineering Co. and its customers. The Quality Manager may coordinate development with other department managers when needed.

**Conducts Survey**

The Engineering Coordinator distributes the customer satisfaction survey to the list of key customers supplied by the Quality Manager. Results are calculated and recorded from an adequate and representative sample of respondents. If no formal response is received, a verbal survey may be conducted by the Quality Manager.

**4.2 Quality Manager**

**Selects Survey Participants**

The Production Control Manager develops a list of key customer representatives to survey with the aid of data supplied by plant production, the Engineering Dept., Quality Dept. and Purchasing Dept.

**Analyzes Results**

Results are tabulated and analyzed by the Quality Manager, who notes significant findings for management review. Survey results are utilized in making appropriate improvements, and may also be used in business planning and quality objectives.

**5 References**

**5.1 Related Procedure**

Business Planning QP-102

Customer Concerns QP-128

Management Review Process QP-104

**5.2 Reference Documents**

Quality System Requirements:

ISO 9001: 2015

IATF16949: 2016

**6. Records**

Customer Questionnaire Survey QST-100 Retain 3 years

**7. Policy References**

Management Responsibility

Quality System

Corrective and Preventive Action

**8. Revisions of QP-103**