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	Date of Issuance July 1, 2015	Date of Effectivity July 1, 2015

FEEDBACK MANAGEMENT PROCEDURE


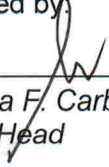

APPROVALS

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REVISION HISTORY

AUTHOR	REVISED SECTION/PARAGRAPH	REV	RELEASED
Jhanine R. Quio	Initial Release	00	July 1, 2015

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
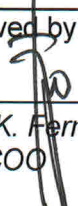
Prepared by:  Jhanine R. Quio HR Coordinator	Endorsed by:  Ana Liza F. Carbonel HROD Head	Approved by:  Peter K. Fernandez EVP/COO
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Prepared by:  Jhanine R. Quio HR Coordinator	Endorsed by:  Ana Liza F. Carbonel HROD Head	Approved by:  Peter K. Fernandez EVP/COO
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1. PURPOSE

The purpose of this procedure is to provide steps for the effective handling of feedback and complaints.

2. SCOPE

This procedure applies only to feedback regarding the services provided by HROD Group to the STI Head Office departments that are within the scope of the QMS.

3. RECORDS

- Feedback Monitoring Sheet

4. ASSOCIATED DOCUMENTS




- HROD Feedback Sheet

5. DEFINITIONS

- Feedback – the return of helpful information or criticism on the result of a certain service

6. RESPONSIBILITIES

- It is the responsibility of the HROD Group to solicit, assess, and come up with a resolution to all feedbacks regarding the services provided by the HROD Group.

Prepared by:  Jhanine R. Quio HR Coordinator	Endorsed by:  Ana Liza F. Carbonel HROD Head	Approved by:  Peter K. Fernandez EVP/COO
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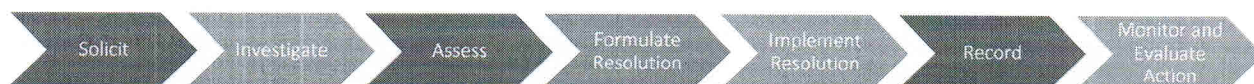
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7. EQUIPMENT AND TOOLS

- Not Applicable

8. PROCEDURE

8.1 Process Flow Diagram



8.2 Procedural Steps

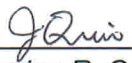


1. Solicit. HROD Group asks the employees who availed of the service of the group to fill out the HROD Feedback Sheet
2. Investigate. HROD Group collects information pertinent to the feedback received.
3. Assess. HROD Group assesses the gathered information to determine the accuracy or applicability of the feedback.
4. Formulate Resolution. HROD Group convenes and decides on the appropriate resolution to the feedback based on the assessment of the gathered information.

Prepared by: Jhanine R. Quio HR Coordinator	Endorsed by: Ana Liza F. Carbonel HROD Head	Approved by: Peter K. Fernandez EVP/COO
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5. Implement Resolution. HROD Group performs the necessary actions in response to the feedback based on the agreed resolution.
6. Record. HROD Group records the details of the feedback and the actions taken on the Feedback Monitoring Sheet
7. Monitor and Evaluate Action. The HROD Head monitors the implementation of the resolution and evaluates the effectiveness of the actions taken.

Prepared by:  Jhanine R. Quio HR Coordinator	Endorsed by:  Ana Liza F. Carbonel HROD/Head	Approved by:  Peter K. Fernandez EVP/COO
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