



## IMPROVING CUSTOMER SERVICE AMID PANDEMIC

Since 2009, DOST Regional Office I (DOST RO I) has been implementing its Quality Management System, which is now ISO 9001:2015 certified. DOST RO I uses a customer feedback tool to collect input from its customers/clients as part of the standard's requirements.

Each functional unit's quarterly Customer/Client Feedback data are compiled. The overall customer/client satisfaction measurement report is then prepared and presented at the Management Review Meeting, as well as to the Office of the Undersecretary for Regional Operations' Balance Score Card Monitoring Report.

The year 2020 has been challenging. The COVID-19 pandemic has greatly affected the services of the public and private sectors worldwide. Despite these challenges, DOST RO I remains steadfast in its commitment to provide quality products and services to its stakeholders. As part of its continual improvement in delivering its services, seamless processes were undertaken by the region.

Considering the safety of its 493 scholars, the Scholarship Unit has tapped the services of the designated university coordinators in the schools where scholars are enrolled in the collection and submission of certificate of grades and enrollment during this time of pandemic. This practice has greatly affected the services of the unit, from the completeness of documents of all scholars to the evaluation of the same, which resulted in the timely delivery of the scholarship privileges of its good standing scholars.

Before the pandemic, the usual practice was scholars personally submits the said documentary requirements needed for their scholarship privileges to the nearest DOST office in their area. The said office afterwards forwards the same documents to the scholarship unit for the evaluation and processing of the scholarship privileges.

For the Regional Metrology Laboratory (RML) where its primary service is to provide calibration services for mass, pressure, temperature, length, electricity, and small volume. The usual practice of its customers was to bring their weighing scales in the nearest DOST office in their area for calibration services.

For year 2020, the RML conducted a free calibration caravan in the region catering to a total of 1,387 free calibration services serving 780 customers and rendered a total of ₱ 414,730 value of assistance. The conduct of calibration caravan in the region ensures customer protection and promote fair and equitable marketplace to attain a better quality of life by sustaining accurate and reliable calibration services.

In the face of pandemic, DOST RO I remains true to the agency's' battlecry which is "Science for the People."