

FACILITATOR GUIDE

Training on Proficiency Testing Scheme (GeneXpert DTS)

Module: 16 - Customer satisfaction survey

Acknowledgements

This Module was prepared by SRL-Uganda training team

GXPT/FG/016

Version 2.0

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The inputs provided by the representatives of SRL-Uganda are acknowledged.

Part 16.0: Customer satisfaction survey



OBJECTIVE: To acquaint and refresh participants with the required knowledge conduct a Customer survey and the parameters considered in analyzing survey data

MATERIALS:

1. Handouts,
2. Slides
3. Computer
4. Over head projector
5. Flip chart
6. Markers and pens
7. Not books

TIMELINE: 45 Minutes

METHODOLOGY:

1. Lecture
2. Discussion

ADVANCE PREPARATION:

1. Printing notes,
2. Familiarize oneself with the slides

FACILITATORS STEP-BY STEP INSTRUCTIONS:

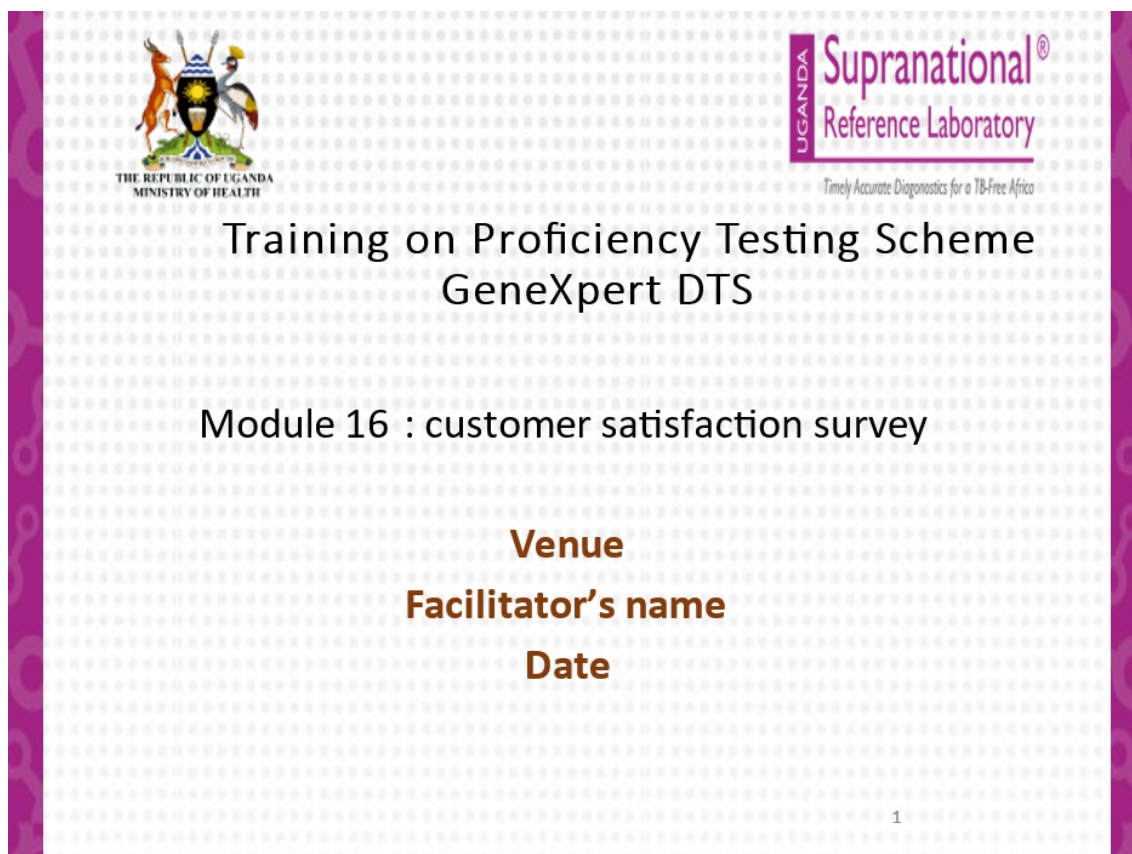
1. Welcome and Introduction
2. Present module overview
3. Ask question about module expectations
4. Distribute handouts
5. Start the presentation
6. Recap presentation using discussion questions
7. Ask if there is any question.

FACILITATORS NOTES

1. Make sure you go slow with the presentation as most of the participants may not be very conversant with the computer analytic spreadsheets and software.
2. Describe the principles and role of the customer satisfaction survey.
3. Encourage some of the participants to answer some of the questions that may arise during the presentation as this may create active participation from most of the class.

4. Make sure you have enough computers and facilitators in the class where applicable during the practical sessions given the fact that the practical session will require close interaction with the participants.

SLIDE OF POWERPOINT PRESENTATION



SITUATION ANALYSIS/ EXERCISES

None

ASSESSMENT REVIEW

1. What is a customer satisfaction survey?
2. Does SWOT analysis play a role in CSS? Give reasons for your answer.

REFERENCES

- ISO 13528:2005, *Statistical methods for use in proficiency testing by interlaboratory comparisons*
- ISO Guide 34, *General requirements for the competence of reference material producers*
- ISO 17043:2010 Standard