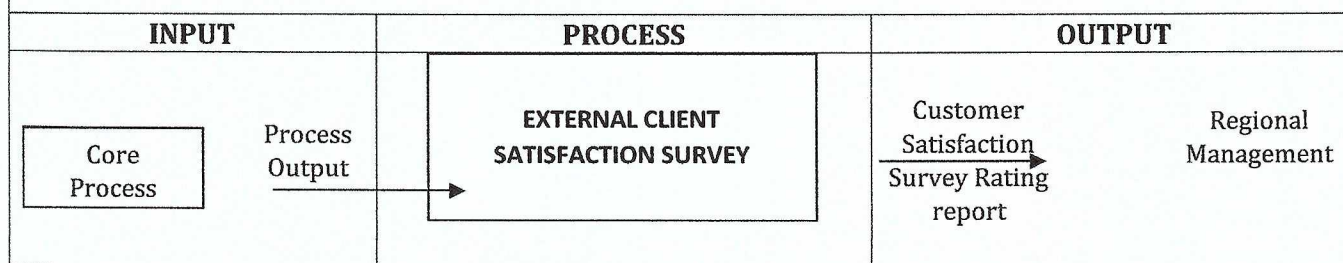




SYSTEM PROCEDURE

PROCEDURE TITLE	EXTERNAL CLIENT SATISFACTION SURVEY
SCOPE	This procedure covers the activities from the conduct of client satisfaction survey up to the issuance of analysis and summary of client satisfaction report to management.
PURPOSE	To define the process for conducting client satisfaction surveys (CSS) and analyzing results to confirm that client satisfaction objective is achieved.

PROCESS DESCRIPTION:



DESCRIPTIVE STATEMENT:

The concerned Process Owner determine the method for the conduct of customer satisfaction using the Client Satisfaction Survey Matrix. Once identified, the concerned Process Owner prepare the survey tool, conduct the survey, collect and summarize the filled up survey tool, and submit to the QMS Secretariat. QMS Secretariat analyze the report and issue Corrective Action Report, as appropriate.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Concerned Process Owner	Determine the method for the conduct of customer satisfaction	<ul style="list-style-type: none"> Determine the method for the conduct of customer satisfaction including the type of client, mode of survey and the relevant survey tool using the Client Satisfaction Survey Matrix. Determine the sample size and frequency. 	<ul style="list-style-type: none"> Client Satisfaction Survey Matrix
2	Concerned Process Owner	Prepare the survey tool	<ul style="list-style-type: none"> Prepare the survey tool relevant to the type of service provided or adopt the general Client Satisfaction Survey (CSS) Form 	<ul style="list-style-type: none"> Survey tool/ CSS form
3	Concerned Process Owner	Conduct the CS survey	<ul style="list-style-type: none"> Issue/send the survey tool/CSS form to the identified respondent who received DILG-CO's services. For walk-in clients, request the respondent to accomplish and drop the filled-up survey tool/CSS form into the locked drop box provided. 	<ul style="list-style-type: none"> Survey tool/ CSS form
4	Concerned Process Owner	Collect and summarize the filled-up survey tool/CSS forms	<ul style="list-style-type: none"> Retrieve the filled-up survey tools/CSS Forms from the locked drop box (for walk-in clients), if any and the returned electronic survey tool/CSS form. Record the ratings in the Process Summary Logsheet (PSL), if any, or CSS Summary 	<ul style="list-style-type: none"> Accomplished Survey tool/ CSS form Process Summary Log Sheet/CSS





SYSTEM PROCEDURE

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<p>duly approved by the concerned Division Chief or OIC.</p> <ul style="list-style-type: none"> Summarize the results in the Process Quality Monitoring and Evaluation (QME) duly approved by the concerned Division Chief/Head of Office. Submit the PSL and QME Report to the QMS Secretariat on or before the 5th working day of the ensuing month of the current period in accordance with the Performance Monitoring and Evaluation Procedure. 	<p>Summary Log Sheet</p> <ul style="list-style-type: none"> Process QME Performance Monitoring and Evaluation Procedure
5	QMS Secretariat (representatives)	Analyze the CSS results	<ul style="list-style-type: none"> Analyze the received CSS results and confirm the indicated client satisfaction rating. Prepare Corrective Action Report (CAR) for unmet customer satisfaction target and recorded complaint in the CSS form, if any, in accordance with Nonconformity and Corrective Action Procedure. Determine the overall client satisfaction rating for DILG-CO and indicate in the QMS-QME report. Submit QMS-QME report, QMS-PSL to the Deputy QMR. 	<ul style="list-style-type: none"> Process Summary Log Sheet/CSS Summary Process QME CAR Nonconformity and Corrective Action Process Performance Monitoring and Measurement QMS-PSL QMS-QME
6	QMS Secretariat; Concerned Process Owners	Retain Records	<ul style="list-style-type: none"> Retain records in accordance with Control of Retained Documented Information Procedure and Master List of Records. 	<ul style="list-style-type: none"> Control of Retained Documented Information Procedure Master List of Records



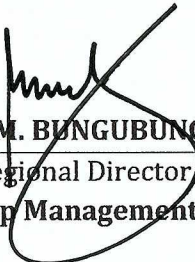
Definition of term:

- Client – refers to the customer who receives the resulting product/service of a process.





SYSTEM PROCEDURE

Prepared By	Reviewed By	Approved By
 MARY ANN R. TRASPE QMS Secretariat Head/TWG	 LAILYN A. ORTIZ, CESE Assistant Regional Director Quality Management Representative	 REYNALDO M. BUNGUBUNG, CESO IV Regional Director Top Management





**EXTERNAL CLIENT
SATISFACTION SURVEY**

Document Code		
FM-SP-R12-04-01		
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Customer Satisfaction Survey Form

Name: (Optional) _____ Date: _____

Service/Assistance Requested/Received: _____

Office Concerned: _____

Dear Client,

We at DILG-Regional Office XII endeavors to consistently provide effective services to meet our client's needs. In this regard, may we request you to help us improve our services by allowing us to hear your voice.

Kindly fill-up this survey form and reflect your impressions about our services. Encircle the rating that corresponds to your satisfaction level.

<u>Rating Scale</u>	<u>Description of Level of Satisfaction</u>
5	Very High
4	High
3	Moderate
2	Low
1	Very Low

<u>A. Service Parameter</u>	<u>Client Satisfaction</u>	<u>Remarks</u>
1. Service Quality	5 4 3 2 1	_____
2. Service Timeliness	5 4 3 2 1	_____
3. Staff Responsiveness	5 4 3 2 1	_____
B. Overall Impression	5 4 3 2 1	_____
C. Suggestion for Improvement:		_____

Prepared By	Reviewed By	Approved By
<i>MARY ANN R. TRASPE</i> MARY ANN R. TRASPE	<i>LAILYN A. ORTIZ</i> LAILYN A. ORTIZ, CESE	<i>REYNALDO M. BUNGUBUNG</i> REYNALDO M. BUNGUBUNG, CESO IV
QMS Secretariat Head/TWG	Assistant Regional Director Quality Management Representative	Regional Director Top Management





CSS Monitoring Log Sheet

Document Code		
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QUALITY OBJECTIVE: 1. 90% of Clients Satisfaction Survey (Activity Feedback Form) received with rating of satisfactory (3) and above (4, 5).


Division : _____

Procedure : _____

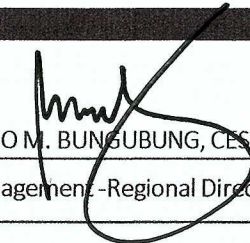
No.	Rating				Total/ Average Rating
	Criteria 1	Criteria 2	Criteria 3	Criteria Nth	
TOTAL					
RESULT (%)					

Prepared By
Name:
Process Owner
Date

Reviewed By
Name:
Deputy QMR
Date

Prepared By
 MARY ANN R. TRASPE QMS Secretariat Head

Reviewed By
 LAILYN A. ORTIZ, CESE Regional Quality Management Representative

Approved By
 REYNALDO M. BUNSUBUNG, CESO IV Top Management -Regional Director