PROCEDURE

Customer Satisfaction

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Document Review Record				
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1	Modify to meet RSG process + reformat	E Wicks	G Wicks	23.09.2013
1.1	Additional sources to monitor customer satisfaction	E Wicks	E Wicks	28.11.2013
2	Update Numbering Structure	L Strappazon	M Delaney	08.06.2016
3	Review procedure as per Internal Audit A002.	A Forrest	L Strappazon	27.06.2016
4	Remove and transfer responsibilities section to QMS-PRO-026 – Authority and responsibilities procedure.	A Forrest	L Strappazon	26.09.2016
5	Review	M Vorpagel	D McNeil	29.08.2019
Electronic approval by: **Name:** David McNeil **Position:** Operations Manager **Date:** 29.08.2019				

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1 PURPOSE

This procedure describes the process used for communicating with customers and reviewing information from the customer including customer feedback.

2 SCOPE

This procedure covers all customer interactions (this includes potential customers as well as current and previous customers).

The company collects and analyses information on the needs and expectations of its customers. This information is utilised to maintain and/or improve customer satisfaction. Customer satisfaction information is also considered when specific requirements for improving our products and services are developed.

3 DEFINITIONS

Company / the Company: Refers to Reay Services Group and associated entities.

Customer or Client: Refers to any business, entity or individual with which the company interacts with. This includes employees and potential customers.

Complaint: Any grievance or dissatisfaction with the level of service and/or quality of workmanship provided by the company.

Compliment: Any praise received in relation to work or services undertaken by the company.

CPAR: Corrective and Preventative Action Register. A Register of improvements and actions recommended from any audits, inspections, reports by employees, complaints, safety observations and the like.

Project Manager: Refers to anyone in the position of overseeing a project or job, not necessarily with the title of Project Manager.

Senior Management: Refers to the senior management team (including the Managing Director, General Manager, Business Development Manager, Finance Manager)

System: Quality, Safety and Environmental Management Systems.

4 RESPONSIBILITIES

All Company employees and contractors are responsible for complying with the requirements of this procedure.

Refer to QMS-PRO-026 – Authority and Responsibilities procedure for further details.

5 PROCEDURE

The overall methodology for collecting customer satisfaction data and information is defined in this procedure. However, the overall approach may be periodically adjusted in response to the status and importance of customer satisfaction with respect to particular aspects; or in response to new product or service launches, and changing priorities.

Customer satisfaction information is obtained from customer feedback and by analysing customer responses to:

- Customer satisfaction surveys
- Complaints
- Contract meetings
- Formal and informal meetings with client
- General discussion with client
- KPI and monthly reporting
- Recognition and awards from customers, associations, and consumer groups
- Non-conforming service provision
- Repeat customers
- Market share

Complaints or Compliments can be received from any client or customer of the company. The method of receipt can include email, telephone, face to face or letter.

5.1 Complaints

5.1.1 Receiving Complaints

When receiving complaints, the following points should be noted:

- All complaints received must be recorded using the Customer feedback Register (QMS-REG-006) this will assist in analysing complaints to ensure improvements are identified and that damaging trends are not developing.
- Complaints may be circulated within the workplace so that everyone understands the client/customer's expectations. The circulation of complaints must be approved by the Managing Director.
- Complaints must be dealt with as promptly as possible and classified as priority work.
- Where possible, complaints should be closed as soon as possible (target is to be within 7 days).
- All complaints must be discussed at the next management review meeting.

5.1.2 Recording Complaints

Complaints should be communicated via email to the General Manager as soon as practicable. The customer feedback register should be completed promptly, details required include:

- Date Received;
- Complainant information, including:
- Customer Representative Name
- Organisation
- Contact details for Customer Representative

- Person who is investigating the complaint;
- Details of complaint;
- Any corrective or preventative actions (these shall be recorded in Corrective & Preventative Actions Register for tracking);
- When the complaint has been resolved, the action taken is to be recorded including the means by which the response to the complainant was delivered.

5.1.3 Corrective and Preventative Action Register (CPAR)

All complaint actions must be recorded in the CPAR Register (QMS-REG-001) by the HSEQ System Administrator. The CPAR will highlight any outstanding action items, track progress against ongoing actions and detail actions taken on closed items. The CPAR will be made available at Management Review meetings by the HSEQ System Administrator.

5.2 Compliments

Compliments are also very important to the company. Positive feedback can reinforce our opinion that we are meeting client / customer expectations.

5.2.1 Handling Compliments

Compliments can often be related to a particular person/work team. When this occurs, that feedback needs to be passed on, as well as discussed at management review meetings. Compliments can be used as follows:

- Discussed at toolbox meetings
- Considered for reward / recognition schemes
- Used during performance review.

The customer making the compliment is to be thanked for their feedback and advised that the compliment will be forwarded to Management and to any individuals involved.

5.3 Client Satisfaction Survey

Client Satisfaction Surveys shall be performed periodically on projects/jobs undertaken by the company to determine the level of satisfaction of customers, and identify opportunities for improvement.

5.3.1 Questionnaire

A series of questions in relation to safety, quality, environment, communication, equipment and personnel are included in the client satisfaction survey. This form (QMS-FRM-002 Client Satisfaction Survey) shall be used to conduct satisfaction surveys. This will ensure accurate comparisons can be made between surveys, and levels of satisfaction (by question) can be benchmarked.

5.3.2 Participants

Participants of the survey will vary between projects undertaken by the company. Generally, the participants will be customer representatives identified by the General Manager who has received a service from, or been impacted on by the company.

5.3.3 Method of Survey

At the discretion of the General Manager, a client satisfaction survey may be used at any stage of a project/job.

In undertaking a client satisfaction survey, the General Manager will:

- Identify appropriate customer representatives as participants of the survey;

- Contact the customer representative verbally or in writing requesting the survey be completed;
- Be responsible for the review of completed forms.

5.3.4 Review Results

On receipt of the completed reviews, the General Manager will review the feedback and update the management team (during management review meetings) and any project specific personnel.

In the event the feedback requires client participation for further discussion, the General Manager will arrange this.

5.3.5 Improvements

Improvement opportunities may be identified by the General Manager when reviewing the completed client satisfaction survey. In this instance, the General Manager will advise the Managing Director of the issue.

The Customer Feedback and the CPAR Registers shall be reviewed regularly during management review meetings to ensure opportunities for improvements are acted upon.

6 REFERENCE DOCUMENTATION

QMS-REG-001 Corrective Preventive Actions Register
QMS-REG-006 Customer Feedback Register
QMS-FRM-002 Client Satisfaction Survey
QMS-PRO-026 – Authorities and Responsibilities Procedure
Meeting Minutes