

HEXATECH	QUALITY SYSTEM ADMINISTRATION	Issue No.: 1	Document Effective Date: 01 Mar 2017	Page 1 of 2
	Customer Satisfaction Procedure	Revision No.: 0		Document Ref: QSA-PRO-02

Purpose:	To outline the process of monitoring and measuring customer satisfaction to determine desirable changes for the Company's product and service provisions.
Scope:	This procedure shall apply to gauge the satisfaction level of customers who purchased or used the Company's products and services.
ISO Reference:	MS ISO 9001:2015 Clause No. 9.1.2

Step	Activity	Responsibility	Reference
1	<p><u>Customer Satisfaction</u> Managing Director (MD) is responsible for determining the appropriate measures, methods and use for monitoring and measuring of customer satisfaction.</p> <p>MD is also responsible for initiating feedback from customers as warranted with the conduct of Customer Satisfaction Survey Form or via an online questionnaires program. There is no limit to the frequency in conducting the said survey and can be held as when requested by the Department Managers. If required, the survey can be done individually and should be carried out within or not more than 3 months after the Testing & Commissioning (T&C) of the delivered product.</p>	MD	Customer Satisfaction Survey Form, Customer Satisfaction Survey Questionnaires
2	<p><u>Corrective Actions</u> MD shall allow the customer at least 7 working days to response to the survey and should follow up if the customer fails to response. MD is to ensure the customer response to the survey not more than 30 days from date of receipt.</p> <p>Upon receipt of the duly completed Customer Satisfaction Survey Form from the customer or submission by the customer via an online questionnaires program, MD shall determine the need to take corrective action as per Customer Complaints Procedure, Corrective Action Procedure, and generate a Customer Satisfaction Survey Assessment Chart & Table. Such corrective actions (if any) shall be informed to the ISO Manager (IM) and to obtain its approval from Managing Director (MD).</p>	MD	Customer Complaints Procedure, Customer Satisfaction Survey Assessment Chart & Table, Corrective Action Procedure

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3	<p><u>Analysis of Data</u></p> <p>IM is responsible for analyzing data on the results obtained from the customer satisfaction survey and preparing reports for management review on a yearly basis.</p> <p>IM shall use the Customer Satisfaction Survey Assessment Chart & Table as a summarized report over a period of one year for presentation during the management review.</p> <p>Management reviews the data and assigns action items according to the Analysis of Data & Continual Improvement Procedure.</p>	IM	Customer Satisfaction Survey Assessment Chart & Table, Analysis of Data & Continual Improvement Procedure

End