



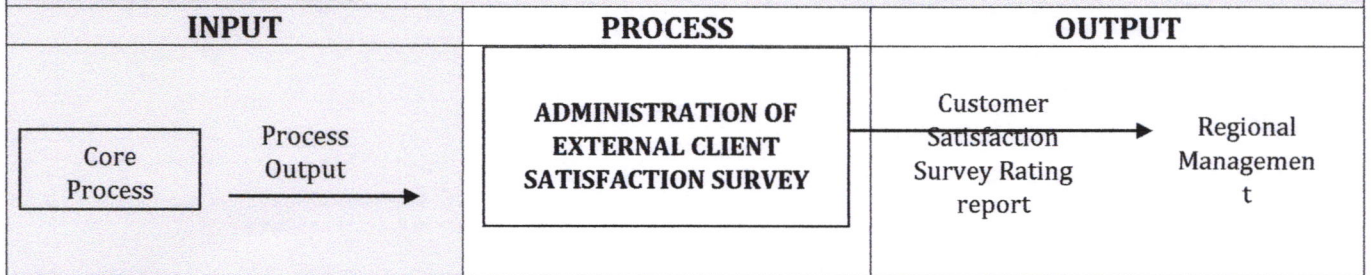
DILG REGION XIII (CARAGA)
**SYSTEM
 PROCEDURE (SP)**

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R13-SP-06

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PROCEDURE TITLE	ADMINISTRATION OF 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/S	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 determines 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 analyzes 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 (FM-R13-SP-06-01)
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 (FM-R13-SP-06-02)
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-r13'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 (FM-R13-SP-06-02)