

DRAWING NUMBER <b>90-2000-5.2</b>	REVISION <b>A</b>	TITLE <b>Customer Focus</b>	PAGE <b>1 of 1</b>
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## 1.0 Purpose

How Product Resources procedurally handles customer focus is the purpose of this procedure.

## 2.0 Policy

The management team of Product Resources shall ensure that customer requirements are determined and met and continual improvement is pursued with the aim of enhancing customer satisfaction.

## 3.0 Procedure

For Product Resources' implementation, see the following Quality Manual procedures:

See 90-2000-5.3 Quality Policy. Product Resources' customer focus starts at the Quality Policy.

See the Management Review procedures 90-2000-5.6.1, 90-2000-5.6.2, and 90-2000-5.6.3. Reviewing the measurements that relate to customer satisfaction is part of the agenda. Continual improvement is part of the Management Review process.

See 90-2000-7.2.1 Determination of Requirements Related to the Product for how Product Resources ensures that customer requirements are determined. It is important that Product Resources determine in this phase if the product is one which is controlled under the ATEX Directive or the Medical Device Directive.

Finally, see 90-2000-8.2.1 Customer Satisfaction for how Product Resources measures customer satisfaction.