

DRAWING NUMBER 90-2000-8.2.1	REVISION A	TITLE Customer Satisfaction	PAGE 1 of 1
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1.0 Purpose

This document outlines how Product Resources monitors customer satisfaction.

2.0 Policy

As part of the measurement of the performance of the Quality management system, Product Resources shall monitor information related to customer perception as to whether Product Resources has met customers' requirements. The methods for obtaining and using this information shall be determined and documented in this procedure.

3.0 Procedure

Product Resources will use the following methods and measurements to assess customer satisfaction:

- Customer Surveys
- On-Time Delivery
- Customer Complaint Reports
- Customer Reports of Product Resources' Performance (incl. Quality and delivery ratings)

The assessment of customer satisfaction shall take place at least once a year; shall be a component of objectives, measures, and goals; and shall (therefore) become input to Management Review.

See procedure 90-2000-5.4.1 Quality Objectives for the remaining procedure. This Customer Satisfaction procedure is ultimately part of the process described in 90-2000-5.4.1 in that we must determine the objectives, what to measure, and the goals.