# Appendix 3 – Monitoring customer satisfaction

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Date</th>
<th>Date</th>
<th>Date</th>
<th>Date</th>
<th>Date</th>
<th>Date</th>
</tr>
</thead>
</table>

**Average value**

**Total average score:**

**Total score:**

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[Comment [9A1]]: If organization uses electronic databases, then this Appendix is not needed, and data listed here can be stored in database.

[Comment [9A2]]: Copy the aspects from Appendix 1 – Customer Satisfaction Questionnaire.

[Comment [9A3]]: Date of analysing

[Comment [9A4]]: For example: If organization stated in Quality Objectives a targeted value of Customer complaints e.g. now it would be 3.5.

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[job title]

[name]

[signature]