

[organization name]

## Appendix 2 – Report of Customer Satisfaction

Report No.			from	to
			Total number of returned questionnaires:	
Characteristics rated lower than aimed value	Person responsible for named characteristics:			
Conclusion about customer satisfaction:				
<p><i>Note: If number of complaints exceed target value, the total average score of customer satisfaction recorded is regarded as "Warning of Customer Satisfaction Exceeding Targeted Value".</i></p>				

**Commented [16A1]:** Write in the date of receiving last questionnaire.

**Commented [16A2]:** Write in the date of completion of survey.

**Commented [16A4]:** This is usually the person responsible for processes which have the most influence on named characteristics.

**Commented [16A3]:** Write in the characteristics that scored lower values than value defined in Quality objectives.

**Commented [16A5]:** For example: If organization stated in

[job title]

[name]

\_\_\_\_\_  
[signature]