Appendix 3 – Monitoring of Customer Satisfaction

[Aspect]	[Average value]					
	Date	Date	Date	Date	Date	Date
Total average score:						
[Decrease of costs due to number of complaints exceeding targeted value]						
[Total costs]						

Commented [16A1]: If organization uses electronic databases, then this Appendix is not needed, and data listed here can be stored in database.

Commented [16A2]: Copy the aspects from Appendix 1 – Customer Satisfaction Questionnaire.

Commented [9A3]: Date of analysing customer satisfaction.

Commented [16A4]: If organization stated a target value of [redacted]

[job title]
[name]

_____
[signature]

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