

[organization name]

Appendix 2 – Report of Customer Satisfaction

| | | | | |
|---|--|------------------------------|-----------------|---------------------------------|
| Report No. | | Survey conducting period: | from | to |
| | | | Total number of | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Customer Complaints | | | | |
| Number of reasonable complaints: | | Number of complaints raised: | | Number of dismissed complaints: |
| | | | | |
| Conclusion about customer satisfaction: | | | | |
| [Redacted] | | | | |
| Corrective actions raised according to this report | | | | |
| [Redacted] | | | | |

Commented [AS91001]: Write in the date of receiving last questionnaire.

Commented [AS91002]: Write in the date of completion of survey.

Commented [AS91004]: This is usually the person responsible for the survey.

Commented [AS91003]: Write in the characteristics that scored lower values than value defined in Quality objectives.

Commented [AS91005]: For example: If organization stated in the survey that...

[job title]

[name]

[signature]