

[organization name]

Appendix 2 – Report of customer satisfaction

Report No.		Survey conducting period:	from	to
Total number of questionnaires sent:		Total number of returned questionnaires:		
Characteristics rated lower than aimed value	Person responsible for named characteristics			
Customer Complaints				
Number of reasonable complaints:		Number of successfully resolved complaints:		Number of discarded complaints:
Most common complaints				
Conclusion about customer satisfaction:				
Note: If number of complaints exceeds targeted value, the total average score of customers' satisfaction recorded in Appendix 3 – Monitoring of Customer Satisfaction should be lowered by 1 point.				
Corrective actions used according to this report				

Comment [9A1]: Write in the date of receiving last questionnaire.

Comment [9A2]: Write in the date of completion of survey.

Comment [9A4]: This is usually the person responsible for the process which has the most influence on named characteristics.

Comment [9A3]: Write in the characteristics that scored lower values than value defined in Quality objectives.

Comment [9A5]: For example: If organization stated in Quality Objectives a targeted value of Customer complaints e.g. 10 complaints per day, the number of complaints recorded is higher than stated value, the number of customer complaints should be lowered by one point. The score of customer satisfaction in Appendix 3 by one point.

[job title]

[name]

[signature]