Appendix 3 – Monitoring customer satisfaction

Aspect	[illegible]					
	Date	Date	Date	Date	Date	Date
Total average score:						
[illegible]						
Total score:						

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 [illegible]

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

[job title]
[name]

_____
[signature]

©2014 This template may be used by clients of EPPS Services Ltd. www.9001academy.com in accordance with the License Agreement.