

[organization name]

Appendix 2 – Report of Customer Satisfaction

Report No.			from	to
Total number of		Total number of		
Characteristics	Person responsible for named characteristics			
Customer Complaints				
Number of		Number of successfully resolved complaints:		Number of
complaints				
Conclusion				
Note: If number of complaints exceeds				
Corrective actions raised according to this report				

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

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

Commented [9A4]: This is usually the person responsible for processes which have the most influence on named characteristics.

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

Commented [9A5]: For example: If organization stated in Quality Objectives a targeted value of Customer complaints e.g.

[job title]

[name]

[signature]