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SERVICE PERFORMANCE REVIEW REPORT

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Report submitted by:	[name and function]	Report date:	[complaint date]
Service performance review report		2020_1	
Service manager:	[name and function]	Service centre:	[name and function]
Service to be reviewed:	[name and function]	Service to be reviewed:	[name and function]
Customer Relationship Manager:	[name and function]	Customer Relationship Manager:	[name and function]
Customer accountable person:	[name and function]	Customer accountable person:	[name and function]
Service date:	[date]	Service date:	[date]
Service type:	[type]	Service type:	[type]
Review report			
[Enter all relevant information which will clearly describe the nature of the service and the achievement of intended service outcomes]			
Report on exceptional situation			
[Describe any exceptional situation]			
Customer satisfaction			
[Enter customer comments]			
Comments:			
[Enter what customer feels positive]			
Comments:			
[Enter what customer feels negative]			
Comments:			
[Enter what customer feels negative]			
Summary			
[Enter what you think went well]		[Enter what you think went well]	
Summary:			
[If you enter this in what it was intended]			
Improvement measures defined:			
[Enter all improvement measures that come out of this review]			

[Job title]
[Name]

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[signature]

Usage instructions

Filing "Report" table

