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## 1.0 Purpose/Scope

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- 1.1 This procedure describes the process for the monitoring of customer satisfaction at ACCES I/O Products, Inc.
- 1.2 The procedure applies to products or services where customer satisfaction or dissatisfaction is evaluated.

## 2.0 Responsibilities and Authorities

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- 2.1 The VP of Operations has the prime responsibility and approval authority for this procedure.
- 2.2 The VP of Operations is responsible for determining the appropriate measures, methods and use for monitoring and measuring of customer satisfaction.
- 2.3 Additional responsibilities are detailed in relevant paragraphs of section 5.0.

## 3.0 References and Definitions

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- 3.1 Reference
  - 3.1.1 This document relates to clause 9.1.2 of the ISO 9001:2015 standard, Customer satisfaction.
- 3.2 No definitions

## 4.0 Resources

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- 4.1 None

## 5.0 Instructions

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- 5.1 In support of the procedure P 910-001 for Monitoring, measurement, analysis and evaluation, this procedure addresses customer satisfaction.
  - 5.1.1 The customer perceptions of the degree to which their needs and expectations are fulfilled are monitored. Information relative to customer views and opinions of the company and its products and services is obtained.
  - 5.1.2 The methods for obtaining and using this information are identified and can include and not be limited to customer satisfaction surveys, customer data on delivered products or services quality, compliments and warranty claims.

- 5.2 Customer communication is established with the procedure P 820-001 for Customer related processes and information is collected through customer feedback projects assigned by the VP of Operations.
- 5.3 Quality team and/or ISO Management Representative analyzes customer feedback information, based on bi-annual customer surveys, F 912-001 and Customer compliment/complaint log, F 912-002, and prepares a report for management review and analysis.
- 5.4 The VP of Operations may identify customer feedback projects and assigns priorities for the projects at the management review meeting, per procedure P 930-001.
- 5.4.1 Projects may include:
- Focus group meetings
  - Direct client communication
  - Customer satisfaction studies
  - Return customer studies
  - Customer satisfaction surveys.
  - Other methods identified by management.
- 5.5 Upon completion of an order, the order file records provide the evidence that ACCES I/O Products can substantiate and meet the requirements for the products and services it offers.

## **6.0 Forms and Documented Information**

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### 6.1 Forms / Records

6.1.1 F 912-001 Customer survey and analysis form

6.1.2 F 912-002 Customer Compliment-Complaint Log

6.1.3 Project records as identified by management

### 6.2 Documented information / Related processes

6.2.1 P 600-001 Planning for the Quality management system

6.2.2 P 820-001 Customer Related Processes

6.2.3 P 910-001 Monitoring, measurement, analysis and evaluation

6.2.4 P 930-001 Management Review

**7.0 Opportunities and Risks**

- 7.1 The planning procedure P 600-001 for Planning for the Quality management system addresses opportunities and risks (risk-based thinking).
- 7.2 ACCES I/O has identified the following risks and mitigation to those risks:

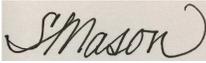
**Potential Risks:**

- 1) Loss of customers and revenue due to unsatisfied customers
- 2) Failure to promptly respond to a customer complaint

**Risk Mitigation:**

- 1) Ensure customer complaints are monitored and addressed as appropriate
- 2) Ensure customer complaints are logged in the customer compliment/complaint log. Information recorded in the compliment/complaint log will generate an email notification to the ISO Representative who will then take appropriate action as needed.

**8.0 Revision History**

Rev	Date	Section	Paragraph	Summary of change	Authorized by
A	03/03/17			Initial issue	
B	01/26/18	5	5.3	Added "ongoing"	