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QUALITY SYSTEM PROCEDURE

TITLE	MANAGEMENT OF CLIENT SATISFACTION SURVEY			
PURPOSE	This procedure defines the process of measuring client satisfaction rendered by the Investment Coordination Committee (ICC) Secretariat to ICC-Technical Board and ICC Cabinet members, as clients.			
SCOPE	This procedure covers the distribution of Client Satisfaction Survey Forms pertaining to the ICC appraisal and facilitation of ICC action, to the ICC members the generation of a report measuring client satisfaction.			
DEFINITION OF TERMS	1. Client Satisfaction – client’s perception of the degree to which the client’s requirements (need or expectation that is stated, generally implied, or obligatory) have been fulfilled			
PROCESS DESCRIPTION: This process requires that customer perception or satisfaction be monitored as one of the indicators of the Quality Management System effectiveness and fulfillment of customer focus.				
<p style="text-align: center;"> Input: Actual transaction / service rendered → Process: Conduct of survey, analysis and action → Output: Customer Satisfaction rating; Corrective Action (if necessary) </p>				
PROCESS FLOW				
STEP NO.	PROCESS / STEPS	DETAILS	RESPONSIBLE PERSON	REFERENCE / INTERFACE
	START			
1.	Client Satisfaction Survey Form Distribution	Distribute the CSSF to clients every meeting.	Administrative Assistant	CSSF
2.	CSF Tabulation	Tabulate and summarize the gathered CSF.	Administrative Assistant	CSSF
3.	Survey Results Analysis	Analyze the tabulated data	ICC Core Desk Officer	Non-conforming Output Log Sheet
4.	Corrective or Preventive Action Implementation	Check the rating, if 10% of the survey respondents gave a low rating: (i) inform the concerned Staff/personnel about the low rating;	ICC Core Division	- Corrective Action Procedure - CAR



QUALITY SYSTEM PROCEDURE

		<p>(ii) investigate and verify the reason behind the given rating.</p> <p>If reason behind low rating is valid, implement the Corrective Action in accordance with the Quality System Procedure for Control of Non-conforming Output (QSP-QMS-03), upon approval of the Head of the ICC Core Secretariat;</p> <p><i>Note: Low rating refers to rating below 3.</i></p>		
5.	Survey Results Review and Endorsement to the Head of the ICC Core Secretariat	Review the result of the analysis and recommended Corrective Action, if any, and endorse the same for approval of the Head of the ICC Core Secretariat.	ICC Core Divison Chief	
6.	Survey Results and Corrective Action Approval	Approve the results of the analysis and proposed Corrective Action.	Head of the ICC Core Secretariat	
7.	Retain Documented Information	Retain all records generated in accordance with the Control of Retained Documented Information Procedure.	ICC Core Secretariat: Administrative Assistant, Desk Officer	Control of Retained Documented Information Procedure
	END			
RECORDS GENERATED		<p>1. Client Satisfaction Survey</p> <p>2. Client Satisfaction Report</p>		

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