	Department of Science and Technology Advanced Science and Technology Institute	Document Code	ASTI-PM 04-01
	<h1>PROCEDURES MANUAL</h1>	Revision Number	00
		Page Number	1 of 2
SECTION	PERFORMANCE AND EVALUATION	Effectivity Date	30 APRIL 2018
SUBJECT	HANDLING CUSTOMER FEEDBACK		

I. Objective

To ensure that all customer feedback, whether products, service or contract research related, are properly attended to and immediately acted upon.

II. Scope of Application

This procedure covers all activities from the receipt of feedback up to the time the appropriate response or action is made.

III. Definition of Terms



- Product-related Feedback - Feedback on the product delivered
- Service-related Feedback - Feedback related to service delivery
- Contract Research-related Feedback - Feedback related to contract research delivery

IV. Records


- ASTI-FM 04-01 Customer Satisfaction Report
- ASTI-FM 04-02 Client Satisfaction Survey for Services
- ASTI-FM 04-03 Client Satisfaction Survey for Product
- ASTI-FM 04-04 Client Satisfaction Survey for Contract Research
- ASTI-FM 02-18 Inspection and Acceptance Report
- Letter of Correspondence
- Delivery Receipt

V. References

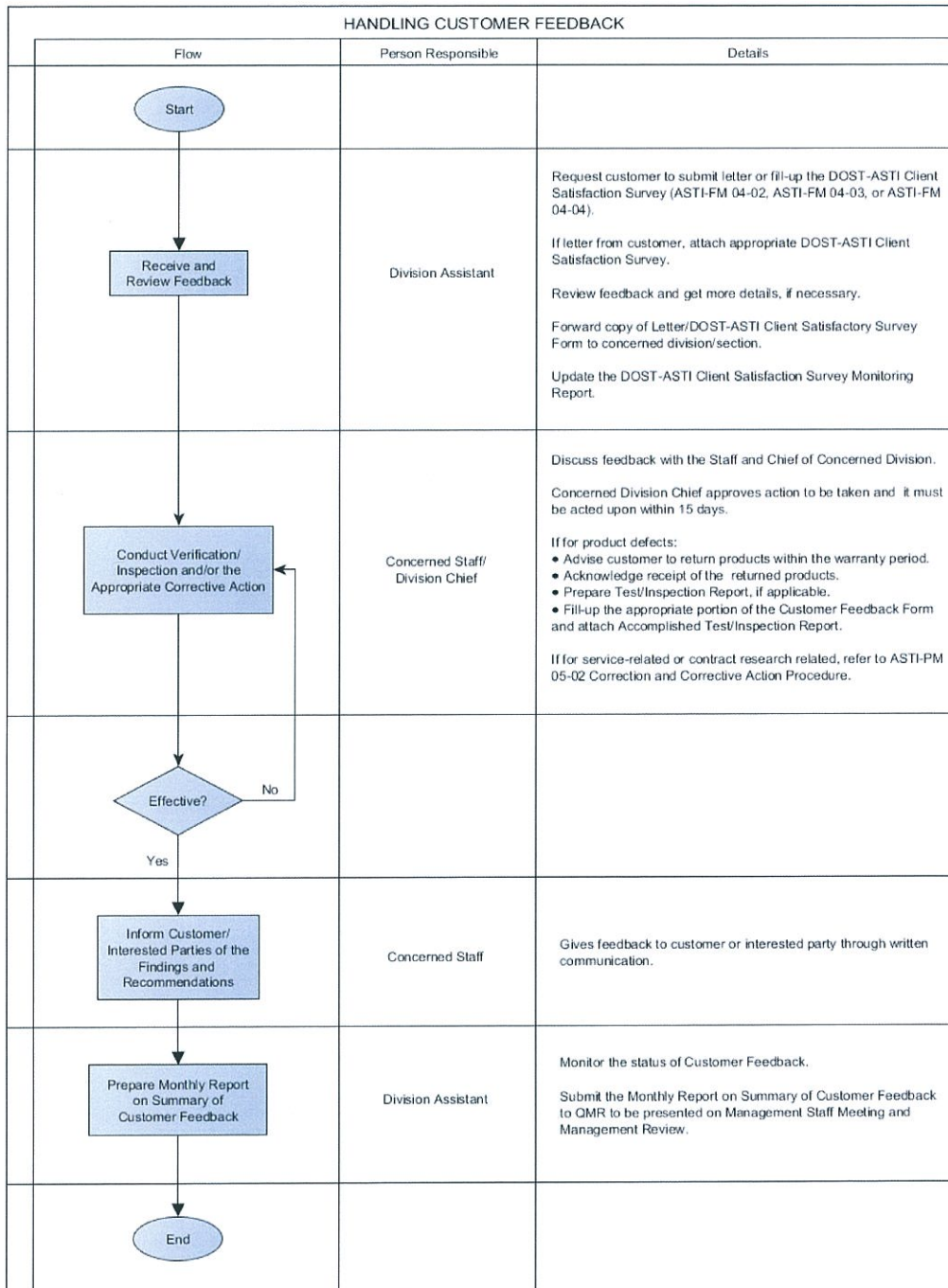
- ASTI-PM 03-02 Implementation and Delivery R&D Projects and Products
- ASTI-PM 05-02 Correction and Corrective Action Procedure
- ASTI-PM 04-04 Management Review



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VI. Procedures



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