	Department of Science and Technology Advanced Science and Technology Institute	Document Code	ASTI-PM 04-02
	<h1>PROCEDURES MANUAL</h1>	Revision Number	0
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SECTION	PERFORMANCE AND EVALUATION	Effectivity Date	02 APRIL 2018
SUBJECT	CUSTOMER SATISFACTION MEASUREMENT		

I. Objective

Ensure that customer feedback is gathered at periodic intervals or at appropriate stages of project implementation/ product development, and properly attended to, as needed; monitor if customer requirements are met; and identify areas for improvement through an effective customer feedback mechanism.

II. Scope of Application

This procedure covers obtaining customer feedback to consolidating customer satisfaction report for DOST – ASTI.

III. Definition of Terms

N/A

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 Products
- ASTI-FM 04-04 Client Satisfaction Survey for Contract Research

V. References

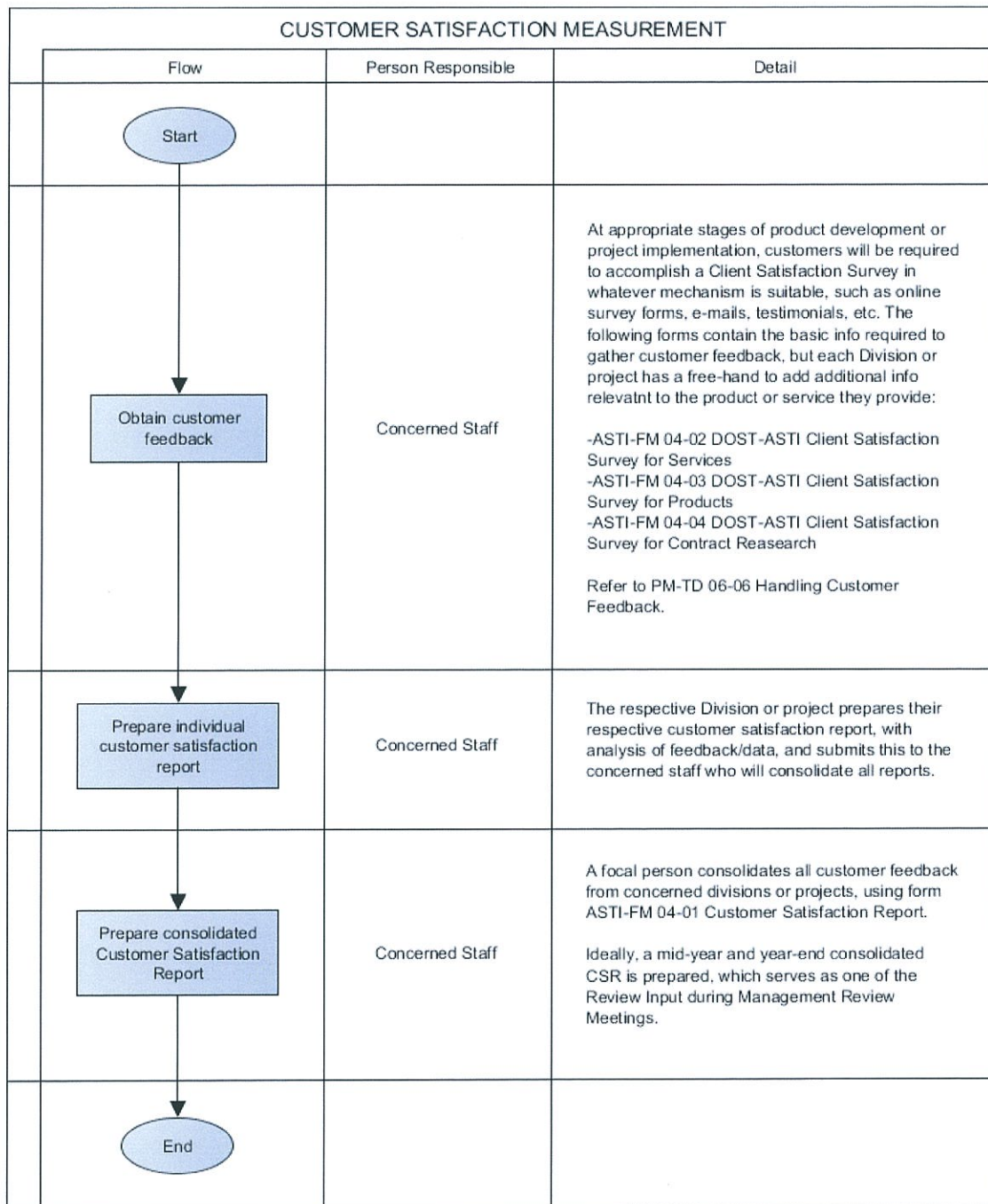
None

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	 MITZ ANN N. MONTANEZ	 RENE C. MENDOZA

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VI. Procedures



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