Process Definition: Customer Satisfaction

1. SUMMARY
   1. This document defines the Customer Satisfaction process in detail.
   2. The relationship between this process and the other processes within the Retirement Capital management system is illustrated in the process flow map included in the ***Integrated Management System Manual.***
2. REVISION AND APPROVAL

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| --- | --- | --- | --- |
| **Rev.** | **Date** | **Nature of Changes** | **Approved By** |
| 0 | 14/11/2020 | Original issue. | Director |
|  |  |  |  |

1. PROCESS OBJECTIVES AND METRICS
   1. Process objectives for this process are defined in records of management review; see the documented procedure ***Management Review.***
   2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in records of management review.
2. PROCESS OWNERS AND RESPONSIBLE PARTIES
   1. The owner of this process is the Director.
3. TYPICAL PROCESS INPUTS
   1. The typical required inputs for this process are:
      1. Technical information needed:

* Customer satisfaction indicators (data) gathered via various means
  + 1. Resources needed:
* Employee to carry out analysis and allocate/monitor subsequent actions
  + 1. Personnel needed:
* As above
  + 1. Special training needed:
* None

1. TYPICAL PROCESS STEPS



1. TYPICAL PROCESS OUTPUTS
   1. The typical results (outputs) of the process are as follows:
      1. Process produced:

* Customer satisfaction data (analyzed)
* Analysis information as input to the Management Review meeting
  + 1. Documents or technical information produced:
* Customer satisfaction analysis report
  + 1. Records produced:
* Customer satisfaction analysis report

1. RELATED RISKS
   1. The following risks are identified related to this process.
   2. Management may elect to conduct a formal risk assessment for any of these risks; the preferred method of risk assessment is indicated herein.

| Risk | Likelihood | Severity | Assessment Method  (if applicable) | Mitigation |
| --- | --- | --- | --- | --- |
| Customers unwilling to respond to request | L | M | Zero feedback obtained | Consider other options for gathering data |
| Negative feedback obtained | L | M | Analysis of relevant data | Ensure all employees are competent, re-train or re-deploy if any concerns |