PUBLISHING SERVICES SUB-DIVISION

QUALITY ASSURANCE INSTRUCTIONS
PSS-05 Client feedback and complaint

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1.0   PURPOSE

1.1   The purpose of this procedure is to describe the system, provide instructions, and to assign responsibilities for dealing with client feedback and complaint.

2.0   APPLICATION

2.1   This procedure applies to all client feedback and complaint and concerns all activities and sections within the scope of the Publishing Services Quality Management System (QMS).

2.2   Classifying complaints into categories allows for tracking of trends and evaluating improvements in specific areas.

3.0   RESPONSIBILITIES

3.1   All Publishing Services Subdivision employees are responsible for having a working knowledge of this Quality Assurance Instruction (QAI).

3.2   The Head of Publishing Services is responsible for ensuring that all complaints have been addressed.

3.3   The Client Satisfaction Coordinator is responsible for assuring follow-up on processes related to client feedback and complaint. He reports to the Quality Council and the Head of Publishing Services.

3.4   Production Coordinators are responsible to take necessary actions to correct and/or improve client's processes.

3.5   The Quality Council is responsible to periodically review client's activities and set, when required, new client's objectives.

3.6   The Quality Management Representative (QMR) is responsible for managing and assuring follow-up to any Document Change Request (DCR) or Quality System Improvement (QSI) issued from Client Feedback and Complaint activities. He is also assigned as the Client Satisfaction Coordinator.

3.7   The designated manager of this QAI is responsible for considering all DCR or QSI issued against this QAI, writing new instructions when necessary and informing end-users of the changes made.

3.8   The Webmaster is responsible for updating the controlled version of this QAI on the Internet in a timely manner.

3.9   ESSInfo Publishing Services employees and other users of this QAI are encouraged to provide feedback to the QMR, Client Satisfaction Coordinator, Production Coordinators, or Head of Publishing Services on its accuracy, completeness, simplicity, and usefulness by issuing a DCR or QSI request.

4.0 DEFINITIONS

    4.1 For the purposes of this procedure, Publishing Services defines client feedback and client complaint as:

- **Client feedback**: Client comments regarding features, characteristics and performance of Publishing Services products and/or services. Communication that does not require resolution of a problem is classified as client feedback.

- **Client complaint**: Client comments that Publishing Services products or services do not meet requirements and/or expectations. Communication that requires resolution of a problem is classified as a client complaint, and must be responded to by Publishing Services.

    4.2 Client feedback and complaint will be used for assessing client satisfaction.

5.0 INSTRUCTION

    5.1 <u>Receiving and logging client feedback and complaint:</u> All client feedback or complaint, whether written or verbal are forwarded to the coordinator of the affected Section. Verbal communication is documented in a memo established during or immediately following the conversation with the client.

    5.2 Feedback and/or complaint are forwarded to the Subdivision or one of his Sections as followed:

- Digital Cartography
- Digital Design
- Technical Photography
- Scientific and Technical Editing

    5.3 <u>Client complaint:</u> If a comment received by the client is classified as a complaint, a response is written by the implied coordinator or employee and sends to the client. The response and a brief description of the complaint must also be forwarded to the Head of Publishing Services and to the Client Satisfaction Coordinator.

    5.4 The Head of Publishing Services can send, if necessary, additional information to the client. He could also write the complete response and sends it to the client. However, he must informs (if required) the implied Section Coordinator and in any cases forwards complaint related documentation to the Client Satisfaction Coordinator.

    5.5 <u>Client feedback:</u> If a comment received by the client is classified as a feedback, the related information is forwarded to the client Satisfaction Coordinator who ensures follow-up.

    5.6 The Client Satisfaction Coordinator analyses and evaluates the feedback or complaint. If necessary, recommendations are forwarded to the designated manager.

    5.7 The Client Satisfaction Coordinator reviews the client complaint or feedback to determine whether or not they should be followed up with a formal Quality System Improvement (QSI) request. If required, a non-conformance or an observation is raised and process QAI PSS-02 is followed.

    5.8 Client feedbacks and complaints are recorded and maintained in a database by the Client Satisfaction Coordinator.

    5.9 Client's feedbacks and complaints are usually received using email. A QSI form can also be used to get client's related information.

5.10 The Client Satisfaction Coordinator classifies client complaints and feedbacks in a database under different fields (not limited) as the one indicated below.
- Reference number
- Date submitted
- Submitted by (client's name)
- Client's professional function
- Client's employer
- Group (service or product)
- Type of feedback (suggestion, observation, compliment, etc.)
- Aspect of services (identification of concerned product or service)
- Measurable attribute (Responsiveness, Timelines, Quality etc.)
- Affected area (complaint or feedback owner))
- Description and link to items submitted by client
- Follow-up (responses to clients)
- Quality Council follow-up
- Comments

5.11 The Client Satisfaction Coordinator categorizes feedbacks or complaints using, when possible, performance indicators (measurable attributes) to measure client satisfaction over time. Here are examples.
- General:
  - Awareness, accessibility, timeliness, cost
- Product:
  - Awareness, accuracy, relevance, usefulness, accessibility, availability, quality
- Staff:
  - Competence, courtesy, responsiveness

5.12 The procedure used to rectify client complaints is also described in Service Standards.

5.13 Complaints and feedbacks will be a standing agenda item at Quality Council (QC) meetings. (Refer to PSS-06, Client Satisfaction)

6.0 REFERENCES
- QAI PSS-06 Client satisfaction
- QAI PSS-01 Document Change Request (DCR)
- QAI PSS-02 Quality System Improvement Request (NCR)
- Client Database
- Service Standards

7.0   CLIENT FEEDBACK AND COMPLAINT WORKFLOW CHART

COMPLAINT PROCESS

CLASSIFICATION PROCESS

Client communication received

To Production Coordinators

Query? — Yes → Handled by Section → End

No

Feedback? — Yes →

No

Complaint

Prepare a response → Send response to client

Send to Head (Subdivision)

Additional comments

Send to Client Coordinator

Classify, analyse and evaluate

Recommendation needed? — Yes → Send to designated manager

No

QSI required? — Yes → Raise NCR or Observation → End → Follow QSI process (PSS-02)

No → Categorized

Record complaint or feedback in database

File original complaint or feedback

Electronic? — Oui → Binder and/or folder in QMR's office — Non → Network sub-directory

End → To CS process (PSS-06)

QSI: Quality System Improvement
NC: non-conformance
QMR: Quality Management Representative
QAI: Quality Assurance Instructions