PUBLISHING SERVICES SUB-DIVISION

QUALITY ASSURANCE INSTRUCTIONS
PSS-6 Client satisfaction

OWNER: **Andy Moore**
APPROVED: **2005-20-17**

1.0 PURPOSE

1.1 The purpose of this procedure is to describe the system used at Publishing Services for determining and reporting client satisfaction.

2.0 APPLICATION

2.1 This procedure applies to products, delivery, servicing, and other activities bearing on client satisfaction within the scope of the Quality Management System.

3.0 RESPONSIBILITIES

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

3.2 The Client Satisfaction Coordinator:
- compiles and analyzes resulting client satisfaction survey information;
- classifies data into various categories to help with statistical processing of the data for determining client satisfaction; and
- presents and discusses survey data at Quality Council and production meetings.

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

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

3.5 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.

3.6 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.

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

3.8 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   INSTRUCTION

   4.1   <u>Sources of information</u>

- Information on client satisfaction are acquired from client feedback and complaint by analyzing client behaviour, to include:

   - Client complaint
   - Spontaneous expressions of client satisfaction and other feedback
   - Conference and/or tradeshow report
   - Client satisfaction surveys

- The general scope, methods, and program for collecting client satisfaction information are defined in this procedure. However, the procedure may be periodically adjusted to include other relevant information not described in this instruction.

   4.2   <u>Client feedback and complaint</u>

- Client complaint, spontaneous expressions of satisfaction, and other unsolicited client feedback are collected and processed as defined in the document Client Feedback and Complaint.

- Client feedback and complaint are classified into various categories to help with statistical processing of information for determining client satisfaction. The categories are defined in the document Client Feedback and Complaint (QAI QM-05).

- The resulting information is periodically compiled and analyzed by the Client Satisfaction Coordinator and is presented and discussed at the appropriate sub-division, production or Quality Council meetings.

   4.3   <u>Conferences and tradeshows</u>

- Publishing Services occasionally promotes GSC products during a conference or a tradeshow where clients and potential clients can provide feedbacks. This may include general inquiries or comments on products, recommendations for product improvement and/or their levels of satisfaction or dissatisfaction.

- The information is collected and incorporated with other client feedback and reported as described in Section 4.2.

   4.4   <u>Client satisfaction surveys</u>

- Client satisfaction surveys are conducted periodically or as required. Questions are designed to present different aspects of the organization (products, services, staff) in order to measure client satisfaction and perception.

- Drivers and outcome measures are used to compare client satisfaction or dissatisfaction from different surveys permitting to follow-up the evolution of results in time. (Ref.: QAI PSS-05).

- The Client Satisfaction Coordinator compiles and analyses client satisfaction surveys. He summarizes the results in a report. The report is submitted to the Head of Publishing Services and to the Quality Council members in order to create an action plan. The Client Satisfaction Coordinator also combines the survey results with other client satisfaction information. Conclusions are presented and discussed with the concerned people during sub-division, production and Quality Council meetings.
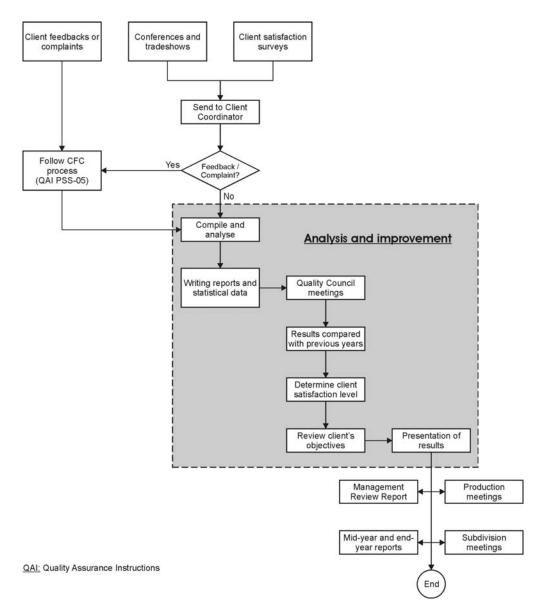
   4.5

Analysis and presentation of results

- Results of the analysis are presented to the QC members. Attained client satisfaction levels are compared with results from previous years and are used to project client satisfaction levels for the current year at QC meetings.

- The reasons for successes or failures in reaching client satisfaction objectives are discussed at QC meetings. Additionally, the attained results provide input for setting new objectives for the coming year.

5.0   REFERENCES

- QAI PSS-05 Client Feedback and Complaint
- Document Change Request (DCR)
- Quality System Improvement Request (NCR)

6.0   CLIENT SATISFACTION WORKFLOW CHART

QAI: Quality Assurance Instructions