

Procedure

P8.2.1

Customer Focus/Satisfaction

Rev. A

Approved By: Mike Orsini, Quality Manager

Purpose: To document process for ensuring ongoing customer focus and satisfaction.

Scope: Company

Authority: The Quality Manager has the authority to change or modify this procedure.

Reference Documents and Records

- Policy Element 8.2 Monitoring and measurement.
- Quality Records Procedure P4.2.4

Change History

Date	Change	Rev	By
9/26/03	Initial Release	-	MO
5/2/2006	Modified to add note use of Customer Quality and Delivery ratings to be taken into consideration. Also corrected several typos	A	MO

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