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

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

QMRB

Quality Manager or Designated Representative

Management

Receives customer complaint, request for return authorization, customer survey response, customer quality or delivery rating.

Reviews initial information received and processes information accordingly:

- Received Customer Surveys - Quantifies for QMRB
- RGA's - Reviews and determines severity of problem
- Customer Complaints - Quantifies for QMRB
- Customer Delivery & Quality Ratings - Quantifies for QMRB

If severity of the problem or complaint is high as determined by QM and/or Management, (Significant cost to company or potential loss of customer), begins Corrective and Preventive Action Procedure 8.5.2/3-1.

Reviews all information provided in QMRB meeting. Determines overall customer satisfaction based on inputs from QM/Customer Service or Sales. Makes a determination as to effectiveness of Quality System to ensure customer satisfaction and maintain customer focus.

Takes into account results of the customer ratings as kept by Customer Service and presented for review to QMRB.

Begins Corrective and Preventive Action Procedure 8.5.2/3-1 for any items found to affect customer satisfaction. This can include actions relating to a specific customer/customer or an overall trend showing unacceptable customer satisfaction.

Documents all findings as part of QMRB and ensures that any Corrective or Preventive Actions relating to Customer Satisfaction and Focus and reviewed in subsequent QMRB minutes.

END