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## Customer Satisfaction

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### 1.0 Purpose

This document describes the methods to ensure all complaints received are properly handled, and customer satisfaction is investigated during project operation in order to seek for improvement.

### 2.0 Introduction

2.1 Reporting to **General Manager, Project Manager** is responsible to ensure this procedure is implemented in every project.

### 3.0 Process Input Requirement

3.1 Complaints obtained from customers letters or meeting minutes must be handled.

### 4.0 Relevant Documents

AP-PR06	Project Management & Supervision
AP-MM05	Corrective and Preventive Action

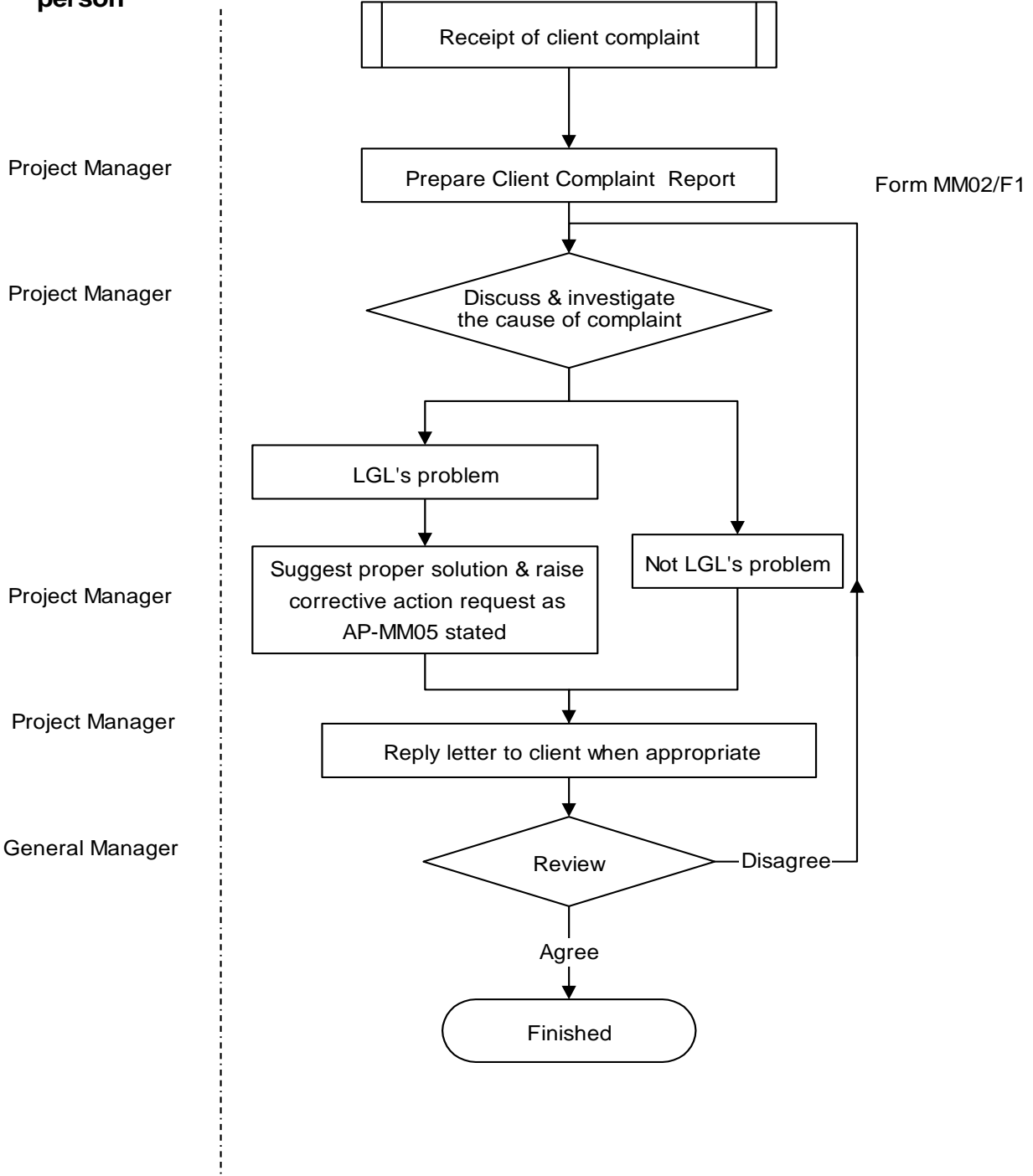
**Customer Satisfaction**

**5.0 Procedure (Flowchart)**

**Handling of client complaint**

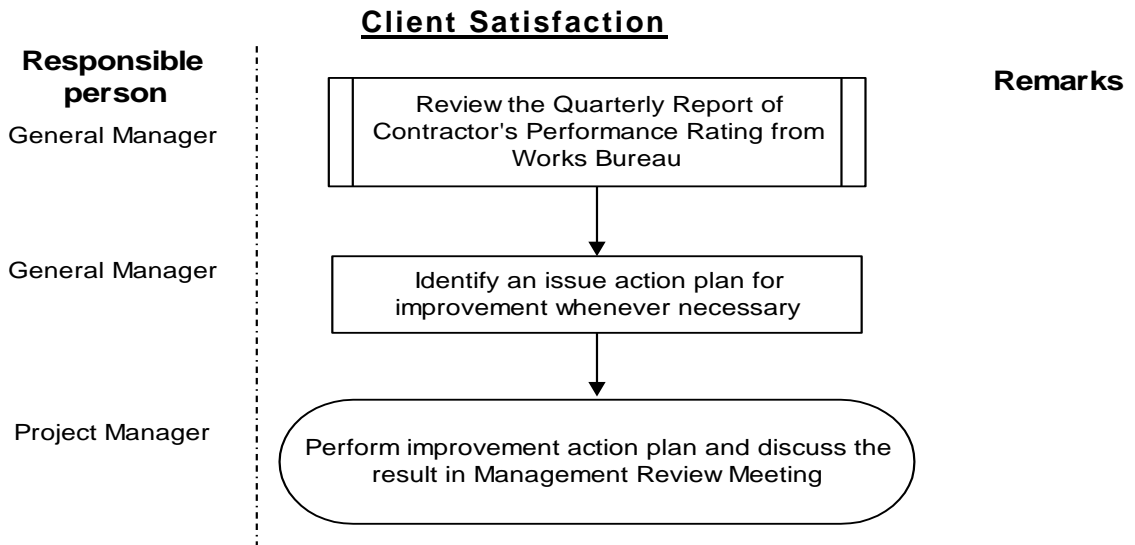
**Responsible person**

**Remarks**



**Customer Satisfaction**

**5.0 Procedure (Flowchart)**



**6.0 Remarks**

Nil

**7.0 Record**

Record	Form No.	Responsible Staff	Minimum Retention Period	Filing Index
Client Complaints Report	MM02/F1	Project Manager	1 year after client complaint handled	By date
Improvement Action Plan	--		1 year after project completed	