

Monitoring, Measurement, Analysis and Evaluation

Customer Satisfaction

Aim

To describe the process of monitoring and measuring customer satisfaction to determine desirable changes for the Organisation's products and services.

Responsibility

Management is responsible for determining the appropriate measures, methods and use for monitoring and measuring of customer satisfaction.

The Management Representative is responsible for analysing data and preparing reports for management review.

Management is responsible for initiating feedback projects as warranted.

Customer feedback is solicited on a routine basis.

The Organisation encourages customer feedback. Customer feedback is managed via email by the Management Representative, who responds, escalates and collates as appropriate.

To improve its performance customer feedback is an essential element. Analysis of feedback, leads to positive modification of the company's resources, processes, designs and management procedures.

All customer feedback is recorded for subsequent analysis.

Immediate action is taken where feedback indicates a critical non-compliance. Refer Procedure Corrective Action & Continual Improvement

Management analyses the feedback and modifies resources, processes, designs and procedures as determined.

Management may assign special feedback projects. Project planning will determine objectives, tasks, resources, costs, timing and output. Projects may include:

Direct client communication

- Customer audits
- Other methods identified by management.

Management reviews the data and assigns action items according to the Management Review procedure.

Analysis of Data

Aim

To define the Organisation's process concerning the analysis of data and to reference specific procedures that apply to this subject.

Scope

All data collected, analysed and used to assess and improve the Management System.

Procedure

The Organisation shall collect and analyse appropriate data to determine the suitability and effectiveness of the Management System and to evaluate where continual improvements of it can be made.

Appropriate data includes data generated as a result of monitoring and measurement and from other relevant sources, such as:

- results from customer surveys;
- results from employee surveys;
- customer, supplier and employee feedback;
- results from internal audits;
- results from process monitoring and measurements;
- results from product monitoring and measurements;
- results from supplier performance reviews;
- nonconformance reports; and
- returned products

The purpose of analysing this data is:

- to assess organizational performance against established quality plans and stated quality objectives;
- to identify areas for improvement;
- to help determine the cause of problems; and
- to provide guidance into the most appropriate and effective corrective or preventive action.

Upon completion, analysed data shall provide information on:

- customer satisfaction and dissatisfaction;
- employee satisfaction and dissatisfaction;
- conformity to product requirements;
- characteristics and trends of processes and products, including opportunities for preventive action and/or improvement;
- suppliers and their contribution; and
- organisational effectiveness and efficiency.

The results of data analysis shall be depicted within graphs and charts whenever possible and shall be an input to the Management Review process.

Monitoring & Measuring

Aim

The aim of this procedure is to ensure that the Organisation equipment used in monitoring and measuring activities are correctly controlled, calibrated and maintained.

Scope

This procedure applies to all the Organisation in monitoring and measuring testing equipment (and software) used for the control of environmental operating parameters.

Responsibility

Person	Responsibility
Management Representative	Responsible for defining the measuring and monitoring equipment which needs to be maintained or calibrated. The results of calibration are assessed and appropriate action taken if equipment does not meet calibration specification. Records must be kept.
All Staff	Correct use of monitoring and measuring equipment.

Method

The Organisation will ensure the reliability of its monitoring and measuring equipment by using the following system.

Choice of Monitoring and Measuring Equipment

The Management Representative will ensure that appropriate equipment is chosen for conducting monitoring and measuring activities as determined above and that it will meet defined acceptance criteria under the Management System..

Identification of Equipment Used for Monitoring and Measuring

All equipment used to test the conformance of product to specified requirements will be marked with a unique identifying number and labelled to show the current calibration status, that is, when the item was last calibrated. The label on each item indicating calibration status will be updated at the time of calibration.

Use of Monitoring and Measuring Equipment

Staff using monitoring and measuring equipment must ensure that it is labelled to indicate that it has current calibration. The equipment will only be used in appropriate environmental circumstances that will not influence test results.

The Management Representative will ensure that each item of equipment being used for inspection, measuring and testing is currently in calibration and that calibration is completed when due.

Method of Calibration

Calibration will be conducted by checking equipment against a master that is stored in a secure area and in a controlled environment that will prevent deterioration and unauthorised use. The master equipment will be purchased from a recognised standards body that has authority to certify the equipment at time of purchase. The equipment must be proven by the certifying body to be able to measure within the equipment designed tolerances.

Under certain circumstances the Organisation may choose to certify the calibration of equipment using external resources at suitably approved laboratories or by certified subcontractors. This may apply to master test equipment or individual items. This alternative method shall be undertaken at the discretion of the Management Representative providing the testing authority is an approved supplier or subcontractor.

Frequency of Calibration

The frequency of calibration will be determined by the rigour on the test equipment in its working environment or to the manufacturer's recommendations, whichever is the lesser. In any event, the cycle of testing of each item will not be less frequent than once per year.

Calibration Records

The following documents will be kept as records:

- List of inspection, measuring and test equipment, each with a unique identifying number;
- The specified period of calibration for each type of equipment;
- the results of the last calibration.

Currently the following equipment which requires calibration, is maintained:

- Laser Level. Refer Equipment Register

Current Processes Requiring Monitoring

There are currently no processes employed by the Organisation that require monitoring with calibrated measuring equipment.