

	<h1>Customer Satisfaction Procedure</h1>	Document	PPR-QS7-05
		Revision	05
		Rev. Date	02.04.2020
		Page No.	1 of 2
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1.0 Purpose:

The purpose of this procedure is to describe the method to monitor our customers' perceptions of our ability to meet their requirements.

2.0 Scope:

This procedure applies to all customers of PFS.

3.0 Responsibilities:

- 3.1 The Distributor Principal is responsible for defining what areas will be measured. They are: Inside Customer Service Personnel; Outside Sales Personnel; Shipping and Documentation; and Products.
- 3.2 The Quality Manager is the owner of this process and is responsible to oversee that data collection is timely, accurate and logged properly and that data is analyzed in order to determine which areas warrant corrective action. Results will be documented in the Management Review Meeting.

4.0 Definitions:

- 4.1 **BMS**-Business Management System
- 4.2 **Survey Monkey®** – an Internet-based tool which allows us to set up online surveys to our customers.

5.0 Process Flow: N/A

6.0 Procedure:

- 6.1 Contact specific active customers periodically via Survey Monkey®. The PFS survey will be suspended if Swagelok is conducting a survey using PFS customers during the same year.
- 6.2 We will effectively manage, monitor, and analyze several aspects of our business.
- 6.3 If goals are not met, corrective actions will be initiated to improve our rating by our customers.

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7.0 Reference Documents:

- SQS
- Customer Returns for Credit PPR-QS7-04
- Customer Complaint Procedure PPR-QS7-02
- Returns for Evaluation PPR-QS7-10
- Complaint Policy and Objectives PFM-QS7-03

8.0 Records:

- Customer Surveys
- Customer Incoming Report Cards
- Service Call in SAP