



CITIZEN/CLIENT SATISFACTION REPORT

I. Description of the Citizen/Client Satisfaction Survey

The following procedures are followed for the Customer/Client Satisfactory Survey:


1. Customer Satisfaction Measurement (CSM) form is given to customer upon delivery of product/request for service by the researchers or Subject Matter Specialist who provided the assistance. The following specified forms are used:
 - FM-QM CSM-01 Testing and Laboratory Analysis
 - FM-QM CSM-02 Common Service Facility
 - FM-QM CSM-03 Technical Assistance
 - FM-QM CSM-04 Visitor's Assistance
 - FM-QM CSM-05 Library Services
 - FM-QM CSM-06 Sale of Publications
2. The Division Document Custodians (DDCs) generate summary of accomplished CSM forms on a monthly basis. DDCs compute the Division's Customer Satisfaction Index (CSI) level of customer's satisfaction regarding FPRDI services (Division and Institute level).
3. The CSM conducts analysis of data (quantitative and qualitative). The following analysis are conducted:
 - CSI of the Institute
 - Trend
 - Gap
 - Strengths and Weaknesses

II. Improvement Action Plan for FY 2019

For 2018, the concerned researcher or Subject Matter Specialist gets the CSM form from the concerned Section Document Custodian, then, provides it to the customers. After filling-up the CSM form, it is submitted and collated by the concerned Division Document Custodian (DDC). For 2019, the Public Assistance Customer Desk Officer (PACDO) will provide the CSM Form to the customer. Then, it will be collated and submit to the concerned DDC.

For 2018 and 2019, distribution and collation of CSM form is a 5 step and 4 step process, respectively.

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