	FOREST PRODUCTS RESEARCH AND DEVELOPMENT INSTITUTE	DOCUMENT CODE	PM-FPRDI 05-01
	PROCEDURES MANUAL	REVISION NUMBER	2
SECTION	PRODUCT REALIZATION	PAGE NUMBER	1 of 2
SUBJECT	HANDLING CUSTOMER FEEDBACK		

1.0 OBJECTIVE

To ensure that all customer feedback requiring attention are properly attended to and given immediate action/response.

2.0 SCOPE

This procedure covers all activities from receipt of customer feedback up to the preparation of quarterly report summarizing all customer feedback.

3.0 DEFINITION OF TERMS

Customer Feedback - refers to customer complaints, suggestions, issues and concerns requiring attention and immediate action.

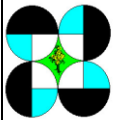
4.0 RECORDS

- Customer Feedback File
- Nonconformity and Corrective Action Report (NCAR)
- Incoming / Outgoing Correspondence File

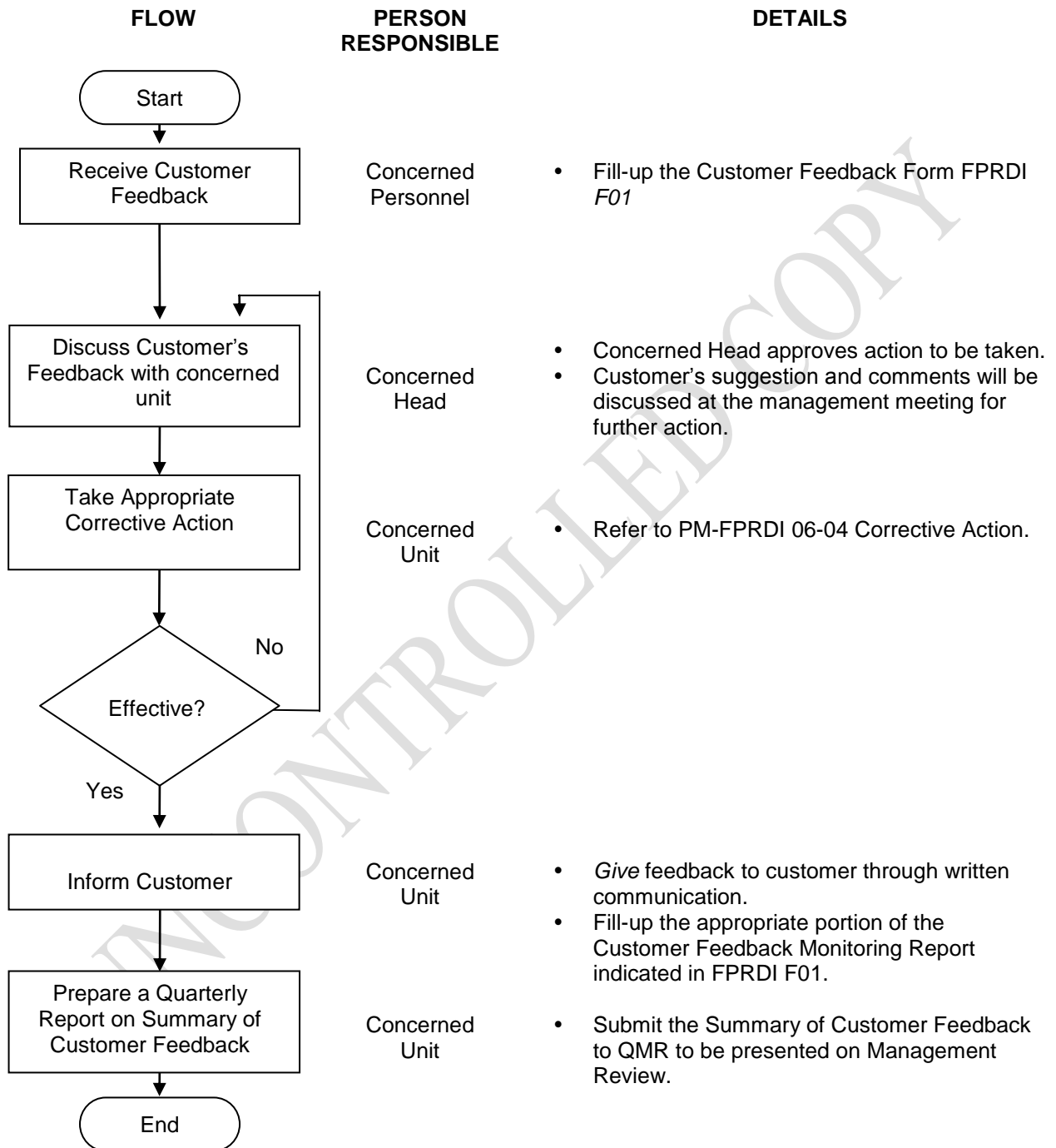
5.0 REFERENCE

- PM-FPRDI 06- 04 Corrective Action

Prepared by: GRECELDA A. EUSEBIO (sgd) Chair, CSM	Approved by: MIGUEL C. HERRERA (sgd) QMR
--	---

	FOREST PRODUCTS RESEARCH AND DEVELOPMENT INSITUTE	DOCUMENT CODE	PM-FPRDI 05-01
	PROCEDURES MANUAL	REVISION NUMBER	2
SECTION		PRODUCT REALIZATION	PAGE NUMBER
SUBJECT	HANDLING CUSTOMER FEEDBACK		

6.0 PROCEDURE



Prepared by: GRECELDA A. EUSEBIO (sgd) Chair, CSM	Approved by: MIGUEL C. HERRERA (sgd) QMR
--	---