
CUSTOMER SATISFACTION PROCEDURE (PMS-P010)

Wenatchee School District

1.0 SCOPE:

- 1.1 This procedure applies to the Wenatchee School District to ensure customer satisfaction.

The online version of this procedure is official; therefore, all printed versions are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 It is the responsibility of the Management Representatives and the Management Review Team to direct and administer the operational steps of this procedure.

3.0 APPROVAL AUTHORITY:

- 3.1 Management Representative(s)

4.0 DEFINITIONS:

- 4.1 None.

5.0 PROCEDURE:

- 5.1 Wenatchee School District solicits and conducts miscellaneous surveys of the district and the community as one of the measurements of the performance of the process management system.
- 5.2 Information relating to customer perception is monitored and reviewed during the management review team meetings. This process aids in determining of customer requirements are being met.
- 5.3 Methods for obtaining and using this information is as follows:
 - 5.3.1 Departmental Customer Surveys: Any employee of the Wenatchee School District has been invited to participate in electronic quick surveys accessible on the process management web site. This information is compiled and a report is prepared by the Technology department. The results and actions taken as a result are documented in the management review meeting minutes.
 - 5.3.2 Other Departmental Customer Surveys may be conducted through the use of electronic surveys, scan sheets, voice poll, electronic response pads, and general questionnaires. Data from these surveys are gathered, reviewed and acted upon accordingly by the individual departments initiating the survey(s).

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Customer Survey Reports
- 6.2 Management Review Meeting Minutes

CUSTOMER SATISFACTION PROCEDURE (PMS-P010)

Wenatchee School District

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Web-based Customer Survey Reports	Hard Copy in the Technology Department	Minimum of 3 years	Discard as Desired	Electronic Copies backed up on the network
Miscellaneous Customer Survey Reports	Hard Copy in the applicable Department	Minimum of 3 years	Discard as Desired	

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev:</u>	<u>Description of Revision:</u>
07-Feb-02	A	Initial Release
18-Mar-02	B	Removed parenthetical comment in 5.3.1 to reflect change in survey access
08-Jan-03	C	Updated Responsibility and Approval Authority sections
12-Dec-05	D	Added reference to quick surveys in 5.3.1 and electronic surveys in 5.3.2

***** End of Procedure ****