



**CITY OF SAN FERNANDO
WATER DISTRICT**

CITY OF SAN FERNANDO WATER DISTRICT

Quality Management System

Title : Customer Feedback

Effective: December 31, 2016

Revision No. 0

CUSTOMER FEEDBACK

OBJECTIVE : To obtain customers and stakeholder’s opinion and experiences on the works and services of the water district and be able to improve and address their concerns/complaints.

SCOPE : It covers the quality and quantity of water provided to the concessionaires, as well as all other works and services related to the delivery and supply of water.

PROCEDURE SUMMARY :

RESPONSIBLE PERSON	ACTIVITY	INTERFACES
Customer Service Assistant	<div style="border: 1px solid black; padding: 5px; text-align: center;"> Receive feedback (Note 1) </div> <div style="text-align: center;">↓</div>	Customer Feedback Form/Survey Form Phone Calls/SMS Letter/Electronic Mail Social Media (Facebook, Website) Media (Newspaper, TV, Radio)
Customer Service Assistant/Encoder Sr. Customer Service Officer	<div style="border: 1px solid black; padding: 5px; text-align: center;"> Consolidate and review feedback (Note 2) </div> <div style="text-align: center;">↓</div>	Feedback Form/Survey Form Phone Calls/Text Messages Letter/Electronic Mail Social Media (Facebook, Website) Media (Newspaper, TV, Radio)
Customer Service Division Manager	<div style="border: 1px solid black; padding: 5px; text-align: center;"> Distribute feedback (Note 3) </div> <div style="text-align: center;">↓</div>	Customer Feedback Report (RCCD10) Concerned Division
Division Manager	<div style="border: 1px solid black; padding: 5px; text-align: center;"> Review and analyze feedback (Note 4) </div> <div style="text-align: center;">↓</div>	Customer Feedback Report (RCCD10)
Division Manager	<div style="border: 1px solid black; padding: 5px; text-align: center;"> Recommend and implement action plan (Note 1) </div>	Action Plan



CITY OF SAN FERNANDO
WATER DISTRICT

CITY OF SAN FERNANDO WATER DISTRICT

Quality Management System

Title : Customer Feedback

Effective: December 31, 2016

Revision No. 0

PROCEDURE DETAILS:

1. Customer feedbacks are obtained and gathered by the Customer Service Assistant from phone calls, SMS, suggestion box, Facebook, official website, news reports from different media (newspaper, radio, TV) and surveys .
2. The Customer Service Assistant /Data Encoder retrieves and consolidate all customer feedbacks from all its possible sources.

The Sr. Customer Service Officer reviews and analyzes the nature of the tabulated feedback. The Feedback report is submitted to the Customer Service Division Manager for further study and distribution to concern division.

3. The Customer Service Division Manager forwards the feedback report to respective divisions that were specifically impacted by the feedback result.
4. Division Managers will then review the given report, makes recommendations and prepares an action plan.
5. The concerned division manager implements the action plan.

The Customer Service Division Manager monitors respective actions taken by different divisions.