Title:	Monitoring of Customer Satisfaction	**Document No.:**	YGD 0302
Effective:	13/01/2023	**Revision:**	5
Revised By:	Sylvia	**Approved By:**	Vengatesh

1.0 OBJECTIVE

The objective is to provide a method for monitoring of customer perception of satisfaction through the customer satisfaction questionnaire method.

It is also to monitor customer's perception about the EMS of the organization.

2.0 SCOPE

This procedure applies to customer perception of satisfaction levels within the organization's products, services, or experiences provided by the company

3.0 REFERENCE

Nil

4.0 DEFINITION

Customer satisfaction:	Customer perception of the degree to which customer requirements have been fulfilled.
EMS	Environmental Management System of ISO 14001:2015
QMS	Quality Management System

5.0 RESPONSIBILITY

Sales or Customer Care to send the Customer Satisfaction Survey link by every end of the year to all active customers who placed an official PO at least for the past 6 month before send out the survey link.

6.0 PROCEDURE

6.1 Formulate satisfaction questionnaire pertaining to customer perception by identifying the quality characteristics and satisfaction scoring measures.

6.2 Distribute the survey link to all active customers via email. Customer will need to click the link to access the questionnaires.

6.3 Follow up to obtain feedback or responses.

6.4 Evaluate and analyze the responses obtained by means of statistical display charts. Perform this by yearly basis.

6.5 The findings from 6.4 shall be reviewed by the Management Review Committee to gauge the level of satisfaction and identify any areas of weakness requiring improvement activities.

6.6 Customer satisfaction survey agreed satisfaction rate is set as 75%.

6.7 CAPA shall be issued to the relevant process owner if the satisfaction level drops below 75% KPI target.

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6.8 Risk Analysis Management

Risk	Action Taken
Sales / Customer Care miss out of sending the Customer Satisfaction Survey link to active customers	To get a latest active customers list from oracle system before distribute the survey link to the customers
Customer not responding to YTY's request of filling up the questionnaire	Weekly sending a reminder email to customer for following up

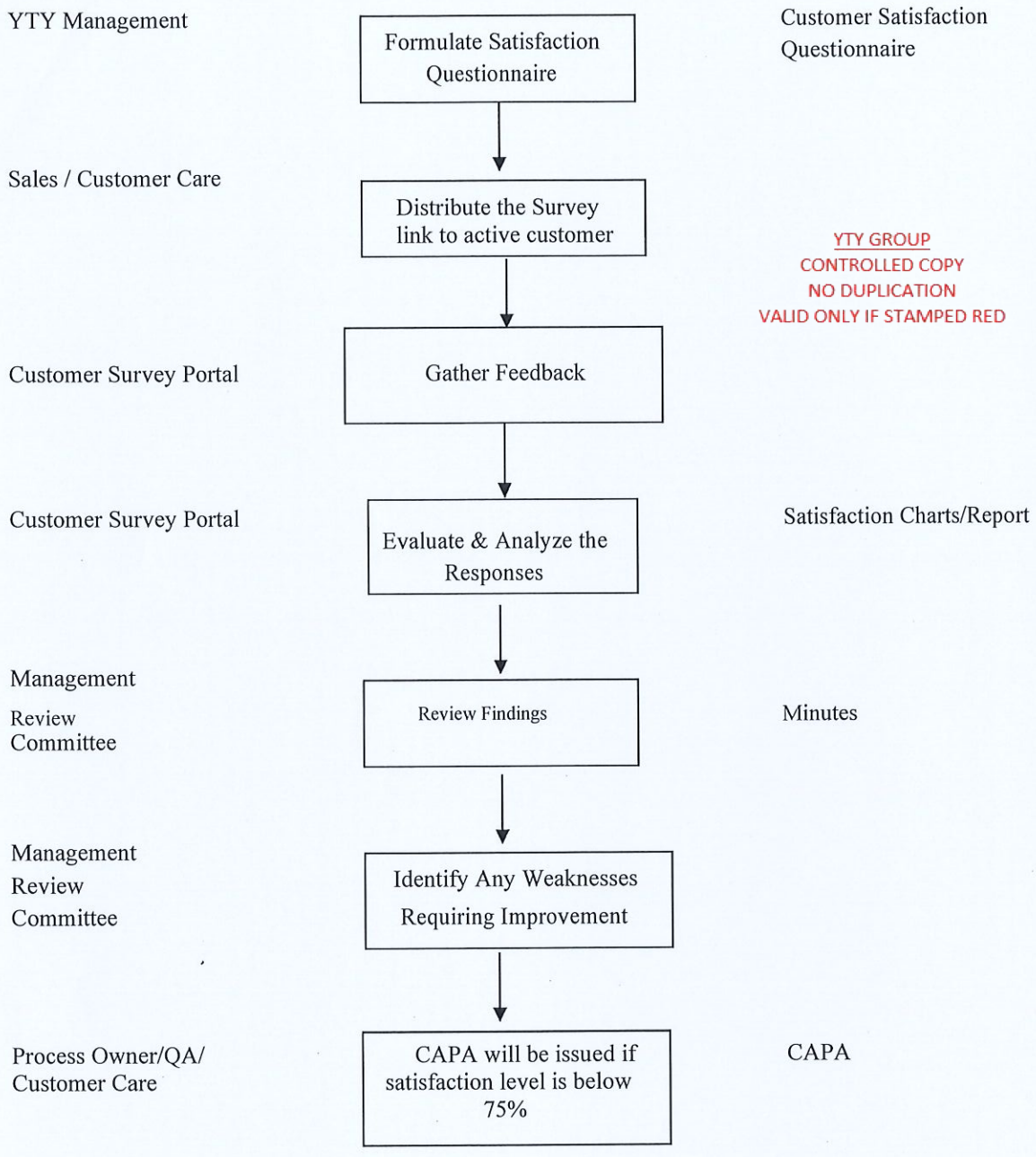
7.0 RECORDS

Nil

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FLOW CHART



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Reason For Change

Old Revision	*Current Revision*	*Effective Date*	*Page Affected*	*Revision Description*	*Revised By*	*Approved By*
Nil	0	01/03/2016	All	New Procedure	Punitha	Arivalagan
0	1	21/06/2017	All	Add clause 6.6 Risk Analysis	Chan May Khim	Nantha
1	2	02/01/2018	Page 1 & 2	Revise clause 5.0, 6.4 and flow chart	Chan May Khim	Punitha
2	3	01/12/2019	Page 1	Add item 6.6	Chan May Khim	Vengatesh
3	4	13/08/2021	Page 1	Revised 6.4 Perform this bi-yearly.	Noraziah	Vengatesh
4	5	13/01/2023	All	Revised 2.0,5.0,6.2,6.4,6.7,6.8 and flowchart	Sylvia 13/01/23	Vengatesh 7/02/23

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