
1 Purpose

- 1.1 The purpose of this section is to define MAS Solutions' procedures for obtaining information relating to client perception, and the use of this information to determine whether our products and services have met client expectations, including those that sometimes exceed contractual requirements.

2 General

- 2.1 MAS' Management Representative shall be responsible for the collection and analysis of client feedback information.
- 2.2 MAS' primary method of measuring client satisfaction is through the use and analysis of both Client Meeting Reports (Form QSD.005) and Project Closeout Reports (Form QSD.006), which are distributed by MAS to clients on a per-meeting or per-project basis respectively, usually by the assigned consultant or auditor.
- 2.3 Other methods used to determine client perception / client satisfaction include other direct communications with the client, including recommendations, awards and complaints. Feedback from project closeout review meetings, with both client and major subcontractors in attendance may also be considered as part of this measurement.

3 Collection

- 3.1 Client feedback is logged by the Office Manager and reviewed by the Management Representative upon receipt, with reporting on feedback results performed on a quarterly basis. These reports are then used to initiate action(s) as necessary to either remedy client dissatisfaction or further improve client satisfaction.
- 3.2 A summary of these reports is also included as part of MAS' Management Review process (see BMS.0930).

4 Client Complaints

- 4.1 Client complaints or other negative feedback (e.g., a client satisfaction survey rating of less than 3 of 5), require immediate review with the client and corrective action (see BMS.1020) as appropriate, to ensure resolution of the problem (or issue) and any action necessary to prevent its recurrence.
- 4.2 Responses to client complaints shall be in accordance with BMS.0740, *Communication*.

5 Records

- 5.1 Client feedback information (surveys) shall be maintained in the BMS files in accordance with BMS.0750, *Documented Information*.

6 Revision History

Revision	Date	Description of Change	Approval
0	11/01/15	New Procedure	SR