

DOCUMENT NUMBER: PR 109 Rev 0  
DOCUMENT NAME: Customer Satisfaction  
EFFECTIVE DATE: 01.01.2015

**1. PURPOSE**

To assess customer satisfaction

**2. SCOPE**

The procedure applies to operations, communications set up and training

**3. RESPONSIBILITY**

Managers

<b>4. PROCEDURE</b>	<b>DOCUMENT No.</b>
<p>4.1 All customer complaints are recorded on <u>Non Conformance Reports (NCR's)</u> as per PR 108.</p> <p>4.2 On the completion of Training, the <u>Customer Feedback form</u> (SD 2045) is handed to trainees in order to assess the quality of their training experience.</p> <p>4.3 <u>Customer Satisfaction Forms</u> are handed to clients annually to assess Rural Metro's success and efficient and effective handling of Operations set up and running, Communications Set Up and Running.</p> <p>4.4 Client Feedback is assessed at Management Review Meetings.</p>	SD 1091

**5. SUMMARY OF SUPPORTING DOCUMENTS**

<b>DOCUMENT NAME</b>	<b>DOCUMENT NUMBER</b>
Customer Satisfaction Forms	SD 1091

APPROVED BY \_\_\_\_\_



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COPY**