



Re: **Guidelines in Gathering and Processing
Customer Feedback for Core Processes
under the CSC's Quality Management System**

Number: 1302250
Promulgated: 04 OCT 2013

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RESOLUTION

WHEREAS, Section 1, Title I, Book V of Executive Order No. 292 provides that the Civil Service Commission, as the central personnel agency of the Government, shall adopt measures to promote morale, efficiency, integrity, responsiveness, and courtesy in the civil service;

WHEREAS, Administrative Order No. 161 (AO 161) "Institutionalizing Quality Management Systems in Government" was issued on October 5, 2006 as one of the National Competitiveness Summit (NCS) Action Agenda to effect actual improvements in public governance in recognition of the International Organization for Standardization (ISO) 9000 series which ensures consistency of products and services through quality processes;

WHEREAS, Executive Order No. 605 directs all departments and agencies of the Executive branch, including all Government-Owned and/or Controlled Corporations (GOCCs) and Government Financial Institutions (GFIs), State Universities and Colleges (SUCs), as well as Local Government Units (LGUs), Judiciary, Legislature and the Constitutional Offices to adopt the ISO 9001:2000 Quality Management Systems as part of the implementation of a government-wide quality management program. The quality management systems shall be certified for demonstrated conformity with ISO 9001:2000 and the applicable Government Quality Management Systems Standards (GQMSS), with priority to be given to frontline services;

WHEREAS, ISO 9001 is a global quality management standard used to establish and update an organization's quality management system (QMS);

WHEREAS, the Commission has adopted its own QMS for three of its core processes namely: Appointments Processing, Examinations and Cases Adjudication and the same has been certified to ISO 9001:2008;

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WHEREAS, Clause 8.2.1 of ISO 9001:2008 provides that “As one of the measurements of the performance of the quality management system, the organization shall monitor information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information shall be determined.”;

WHEREAS, Clause 8.5.1 of ISO 9001:2008 further provides that, “the organization shall continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review”;

WHEREAS, Clause 5.6.2. Item b of ISO 9001:2008 identifies customer feedback as one of the inputs of management review;

WHEREAS, the CSC has existing tools for gathering feedback from its customers of the processes of its QMS, as well as its Public Assistance Information Office;

WHEREAS, there is a need to improve the existing mechanism of gathering customer feedback for its core processes under the QMS and the handling of customer feedback and complaints to ensure that the same are properly addressed under the QMS;

NOW THEREFORE, the Commission hereby adopts the following guidelines in gathering customer feedback and addressing both feedback and complaints, and information of customer satisfaction:


1. Each Process Owner shall regularly gather from its customers, feedback on customer satisfaction of its services using the prescribed CSC Customer Feedback Form No. 01. Feedback must be gathered from at least twenty (20) customers every month.
2. Due to the nature of Cases Adjudication, this process shall be exempted from the prescribed number of customer feedback in Item No. 1. The requirement on availability of forms for customers who wish to provide feedback as provided in Item 3 shall be complied with.
3. The form should be made available to customers at all times with properly labeled drop box near the customer transaction area.
4. The information gathered from the form shall be immediately submitted to the Process Owner concerned in order that the feedback or complaint provided therein shall be immediately addressed. The Process Owner shall determine whether the feedback or complaint is an Opportunity for Improvement (OFI) or Non-Conformity (NC). Information gathered may also be used for the conduct of analysis of data for the continual improvement of the process.



5. The Process Owner shall use QMS' Nonconformance and Corrective Action Report form in documenting the action plan to address OFI's or NC's determined from the feedback or complaint. The prescribed procedure for addressing OFI's and NC's as provided for in the QMS shall be followed.
6. Process Owners shall also gather information on customer satisfaction survey as provided for in the prescribed form.
7. The Process Owner shall submit a quarterly report on both the feedback and satisfaction survey to the Quality Management Representative (QMR) on the 5th day of the month following a quarter. The QMR shall prepare and submit a consolidated report to the Commission two (2) weeks after the submission of the reports of all processes. The consolidated report shall be also be reported and used as feedback in Management Reviews of the QMS.
8. These guidelines are applicable for gathering customer feedback and survey on customer satisfaction for the core processes under the CSC's QMS.

These guidelines shall take effect immediately.


Quezon City.


FRANCISCO T. DUQUE III
Chairman


ROBERT S. MARTINEZ
Commissioner


NIEVES L. OSORIO
Commissioner

Attested by:


DOLORES B. BONIFACIO
Director IV
Commission Secretariat and Liaison Office



CUSTOMER FEEDBACK FORM

Please let us know how we have served you. This form may be used for compliment, suggestion and/or complaint.

Name: _____ E-Mail Address: _____

Address: _____ Tel No: _____

Date: _____

Service Availed of: (Please check)

___ Appointments Processing ___ Examination ___ Cases Adjudication

Purpose of Transaction _____

Person/Unit/Office Transacted with: _____

Part I: Customer Satisfaction Rating

How do you rate our service?

___ 5- Excellent

___ 2 – Fair or Needs Improvement

___ 4- Good

___ 1 – Poor

___ 3 –Satisfactory

Part II: Customer Feedback

1. Please check if you are providing a compliment, suggestion or complaint.

___ Compliment

___ Suggestion

___ Complaint

2. Facts or details of the Incident

3. Recommendation/ Suggestion/ Desired Action from Office

