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Change History			
Date	Issue	Approved	Reason for Amendment
25/03/2014	1	SN	First issue.
03/07/2015	2	CH	Amending procedure to reflect audit.
20-09-2019	3	CH	Updated font and Goody Demolition logo.

**1. Purpose**

This procedure embraces all the activities involved in monitoring and measuring customer satisfaction.

**2. Scope**

This procedure establishes a means of monitoring and measuring customer satisfaction so that the company is able not only to meet but exceed its customers' requirements and expectations and also to ensure the company actively gathers and reviews their customer's feedback.

**3. Responsibility**

It is the responsibility of the Managing Director to ensure that the requirements of this procedure are followed and that it remains up-to-date and to provide the resources as necessary to ensure that the company is fulfilling all our customers' requirements and perceptions

**4. References**

- MS Planning Workbook
- Nonconformity reports
- Contract/Project Order History
- Completion of Demolition Works

MSF 328

**5. Definitions****NCR:**

A Nonconformity report (NCR) is raised to record a deviation from a planned arrangement, procedure or legislative requirement. It is also used to record customer complaints.

**6. Procedure**

6.1. Customer Satisfaction is monitored using one or more of the following methods as appropriate:

- Completion of Demolition Works
- Review of Non Conformities (NCR's)
- Day to Day telephone contact with Customers
- Pre start meeting
- Repeat business
- Goody supervisor performance

6.2. Completed records of customer satisfaction levels are analysed and the results shall be presented at the Management Review Meeting

6.3. Customer Complaints are reported to the office and recorded on a non-conformity report form MSF 005, with appropriate action taken to address the complaint

6.4. Any identified trends shall be reported at the Management Review Meeting

**7. Complaints**

7.1. Customer complaints are managed in accordance with MSP 011, Control of Non-Conformities, Corrective and Preventive Action.