

**CENTER FOR NUCLEAR WASTE
REGULATORY ANALYSES**

ADMINISTRATIVE PROCEDURE

Proc. AP-017

Revision 0 Change 0

Page 1 of 6

Title: CUSTOMER SATISFACTION SURVEY

EFFECTIVITY AND APPROVAL

Revision 0 of this procedure became effective on June 5, 2000. This procedure consists of the pages and changes listed below.

Page No.

All

Change

0

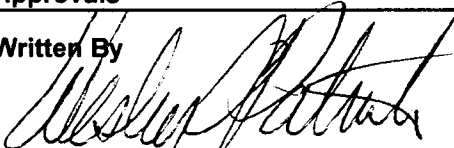
Date Effective

06/05/2000

Supersedes Procedure No. None

Approvals

Written By



Date

5/31/2000

Concurrence Review



Date

5/31/2000

Quality Assurance



Date

5/31/2000

Cognizant Director



Date

5/31/00

CENTER FOR NUCLEAR WASTE REGULATORY ANALYSES

ADMINISTRATIVE PROCEDURE

Proc. AP-017

Revision 0 Change 0

Page 2 of 6

CUSTOMER SATISFACTION SURVEY

1. INTRODUCTION

Feedback from clients is an essential element of implementing an effective quality assurance QA program and achieving the associated goal of continuous improvement of division operations. The Center for Nuclear Waste Regulatory Analyses (CNWRA) conducts its work in accordance with the CNWRA QA Manual and supporting Administrative, QA, and Technical Operating Procedures. These documents establish the policy and procedural framework for implementing a QA program at the CNWRA that complies with the requirements of Title 10, Code of Federal Regulations, Part 50, Appendix B.

Most divisions of Southwest Research Institute (SwRI) are implementing QA programs consistent with the provisions of the International Standards Organization (ISO). SwRI senior management has directed that customer satisfaction surveys, which are an element of quality management required by ISO-9000/2000, be implemented by all divisions. Although the principal clients of the CNWRA do not permit adoption of an ISO-9000/2000 program, conducting customer satisfaction surveys is consistent with and supportive of the principles of the CNWRA 10 CFR Part 50, Appendix B program. Therefore, the CNWRA will conduct these surveys to obtain essential feedback from its clients and to achieve its goal of continuous improvement.

2. PURPOSE AND SCOPE

The purposes of this procedure are to (i) define the applicability of customer surveys, (ii) establish the responsibilities for conducting such surveys, (iii) delineate the associated procedures, and (iv) establish record keeping and reporting requirements for the results of such surveys.

Customer satisfaction surveys shall be conducted at the completion of each CNWRA project unless that project has a contractually specified award-fee evaluation process that satisfies the requirement for client feedback. When the contracting vehicle is a basic ordering agreement, task ordering agreement, or the like, a customer satisfaction survey shall be conducted at the completion of each task. At the discretion of the CNWRA technical director or project manager, additional customer satisfaction surveys may be conducted during the course of projects with greater than one year duration.

CENTER FOR NUCLEAR WASTE REGULATORY ANALYSES

ADMINISTRATIVE PROCEDURE

Proc. AP-017

Revision 0 Change 0

Page 3 of 6

3. DEFINITION

As used in this procedure, the term "customer satisfaction survey" refers to the elicitation of client feedback by use of a form containing a set of questions about the overall quality of service provided by the CNWRA and related SwRI support organizations. Questions are posed in objective terms, and a numerical grading system is provided to permit a quantitative summary and analysis of the results. Clients may respond anonymously or identify themselves to facilitate follow up by the CNWRA. [Note: The company is known from the project number, but the individual completing the survey can remain anonymous.] Consistent with the requirements of ISO-9000/2000, the purpose of the customer satisfaction survey is to help ensure that client needs and expectations are determined, converted into requirements, and fulfilled with the aim of achieving customer satisfaction.

4. RESPONSIBILITIES

- 4.1 Director of Quality Assurance—Maintain records and a database for tracking the distribution, response, and follow up associated with customer satisfaction surveys. Periodically summarize the survey responses.
- 4.2 Technical Director—Prepare and send to each client a customer satisfaction survey at the end of the project or task order, or more frequently if deemed appropriate. Provide a follow up letter to those clients who respond to the survey to acknowledge receipt and note any actions taken as a result of client input.
- 4.3 Project Manager—Notify the technical director of appropriate times to conduct customer satisfaction surveys (e.g., end of project or task order, or more frequently). Review client feedback and recommend changes in policies, practices, and procedures to correct any problem areas or to improve CNWRA operations and responsiveness to clients.

5. PROCEDURE

- 5.1 Monitoring customer satisfaction in accordance with this procedure begins with approval of a project under a separate contract or a task order under a task ordering agreement or other contractual vehicle. When the director of QA receives and signs the associated PC-5 Contract Action Form, he shall initiate tracking of the project or task order in the customer satisfaction survey database. This database shall contain, as a minimum, the following entries.

CENTER FOR NUCLEAR WASTE REGULATORY ANALYSES

ADMINISTRATIVE PROCEDURE

Proc. AP-017

Revision 0 Change 0

Page 4 of 6

- Project number and task order number, if applicable (initial entry)
- Client contract number (initial entry)
- Project title (initial entry)
- CNWRA project manager (initial entry)
- Client project manager (initial entry)
- Date of initiation of project or task order (initial entry)
- Scheduled completion date of project or task order (initial entry)
- Date customer satisfaction survey form sent
- Date response to customer satisfaction survey form received
- Date response provided to client regarding completion of the form and actions taken by the CNWRA and/or SwRI in response to client comments
- Questions and scores received for each (see attached customer satisfaction survey form)
- Comments section to record any textual input provided by the client
- CNWRA observations section to record any explanatory notes by the project manager, technical director, or other project participants

- 5.2 At the completion of a project or task order, the project manager shall advise the technical director, who will prepare a customer satisfaction survey form for transmittal to the client (see section 2). If preferred by the client, the form may be provided in electronic form (e.g., MS-Word). Client responses will be addressed to the CNWRA technical director, who will distribute responses to the project manager, director of QA, and president of the CNWRA. Note that at the discretion of the project manager or technical director, surveys may be distributed during the course of projects having a duration greater than one year.
- 5.3 The director of QA shall make appropriate entries in the database regarding the distribution of the form, receipt of any client response, scores, and comments provided by the client and project staff.
- 5.4 CNWRA management shall be immediately advised of any cases where the client indicates service in any category was below average or poor. The project manager, technical director, director of QA, and president of the CNWRA will meet in such cases to determine appropriate follow up responses.
- 5.5 Annually, the director of QA shall prepare a summary of the results of the customer satisfaction surveys. This summary shall include, as a minimum, average scores for each question, average overall scores, percentage response from clients, percentage and timing of CNWRA follow up to clients responding to the survey, and actions taken in response to client feedback.

CENTER FOR NUCLEAR WASTE REGULATORY ANALYSES

ADMINISTRATIVE PROCEDURE

Proc. AP-017

Revision 0 Change 0

Page 5 of 6

- 5.6 The annual summary of the customer satisfaction surveys shall be provided to CNWRA management, who will evaluate the overall responsiveness of the organization and determine whether changes are needed to its policies, practices, procedures, staff training, or other areas to improve the level of customer satisfaction. The current CNWRA representative on the SwRI QA Committee shall use the results of this summary in preparing the division input to the annual committee report.

6.0 RECORDS

Completed survey forms returned by clients shall be retained for a period of six (6) years or until the project is closed, whichever is longer. Survey results shall be compiled annually, with the results reported to CNWRA management and included in the CNWRA input to the SwRI annual quality assurance report.

CENTER FOR NUCLEAR WASTE REGULATORY ANALYSES

ADMINISTRATIVE PROCEDURE

Proc. AP-017

Revision 0 Change 0

Page 6 of 6

SOUTHWEST RESEARCH INSTITUTE

P. O. Drawer 28510 San Antonio, TX 78238
CENTER FOR NUCLEAR WASTE REGULATORY ANALYSES
(CNWRA)



Project Number:
Client Contract No.:
Project Title:
Project Manager:

CUSTOMER SATISFACTION SURVEY

	Excellent	Above Average	Average	Below Average	Poor	Not Applicable
CNWRA's ability to meet your technical objectives?	5	4	3	2	1	0
CNWRA's ability to meet your schedule (e.g., timeliness of reporting and product delivery)	5	4	3	2	1	0
CNWRA's ability to meet cost objectives?	5	4	3	2	1	0
CNWRA's cost versus value received?	5	4	3	2	1	0
Responsiveness of SwRI's Contracts Office?	5	4	3	2	1	0
Timeliness and accuracy of SwRI's Billing Office?	5	4	3	2	1	0
Adequacy of SwRI's facilities/equipment required for your project?	5	4	3	2	1	0
CNWRA project manager's interactions and responsiveness to your requests?	5	4	3	2	1	0
Effectiveness of SwRI's Quality System?	5	4	3	2	1	0
Quality of reporting?	5	4	3	2	1	0
Level of project security and protection of proprietary materials?	5	4	3	2	1	0
Overall courtesy extended by SwRI?	5	4	3	2	1	0

What can we do to improve our services?

Other Comments:

☐ PLEASE CHECK THIS BOX IF YOU WOULD LIKE TO BE CONTACTED.

THANK YOU!

Optional Information: Name: _____
Company: _____
Address: _____
Fax: _____

Please return questionnaire in the envelope provided.

Center for Nuclear Waste Regulatory Analyses

email: bsagar@swri.org

Fax: (210) 522-5155