






Procedure  
 Quality Management System  
 MS ISO 9001:2015  
**CUSTOMER FEEDBACK AND SATISFACTION  
 MONITORING**

Ref Num	AIMST-SOP-RMC-13
Effective Date	July-18
Revision	00
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**REVISION HISTORY**

Rev. No	Rev. Date	Summary of Changes	Author

UNCONTROLLED DOCUMENT

	Procedure Quality Management System MS ISO 9001:2015 <b>CUSTOMER FEEDBACK AND SATISFACTION          MONITORING</b>	
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### 1.0 OBJECTIVE

This procedure is established to monitor customer's complains and feedback. The feedback is quantitatively analyzed and monitored for continuous improvement of the service provided.

### 2.0 SCOPE

This procedure is a mandatory document and shall be implemented by all principle investigators and RMC staff.

### 3.0 ABBREVIATION

PI	: Principal Investigator
RMC	: Research Management Centre
DRMC	: Director of Research Management Centre
RDO	: Research & Development Officer
VC	: Vice Chancellor
MRM	: Management Review Meeting
RC	: Risk Coordinator

### 4.0 DEFINITION

Academician	: Academic staff of AIMST University
Staff	: Staff of AIMST University
Principal Investigator	: The lead researcher for a grant project
Research Management Centre	: Centre responsible for research related administration
Grant	: Research funds awarded by local or international funding agency, industry, ministry, Non-Governmental Organization or any personnel
Vice Chancellor	: Vice-chancellor is the person in charge of the entire operation of the university

### 5.0 REFERENCE DOCUMENT

No.	Document Name	Location	Ref. No.
5.1	MS ISO 9001:2015	Registry	
5.2	Quality Manual	Registry	AIMST-QM-RMC-01



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## 6.0 INPUT PROCESS

- 6.1 Customer Satisfaction Survey Form
- 6.2 Customer Complain Form
- 6.3 Customer Satisfaction Survey for Complain Handling Form

## 7.0 OUTPUT PROCESS

- 7.1 Quantitative analysis output of customer satisfaction
- 7.2 Complain Feedback
- 7.3 Quantitative analysis output of customer satisfaction for complain handling

## 8.0 QUALITY RECORD

No.	Reference Name	Reference No.	Location	Storage Duration
8.1	Customer Complain Form	AIMST-SOP-RMC-13-01	RMC	7 Years
8.2	Customer Satisfaction Survey for Complain Handling Form	AIMST-SOP-RMC-13-02	RMC	7 Years
8.3	Customer Satisfaction Survey	AIMST-SOP-RMC-13-03	RMC	7 Years
8.4	Quantitative analysis output of customer satisfaction		RMC	7 Years
8.5	Complain Feedback		RMC	7 Years
8.6	Quantitative analysis output of customer satisfaction for complain handling		RMC	7 Years
8.7	Risk & Opportunity Register	AIMST-SOP-AIU-01-01	Registry	7 Years



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**9.0 APPENDIX**

9.1 Work process flow

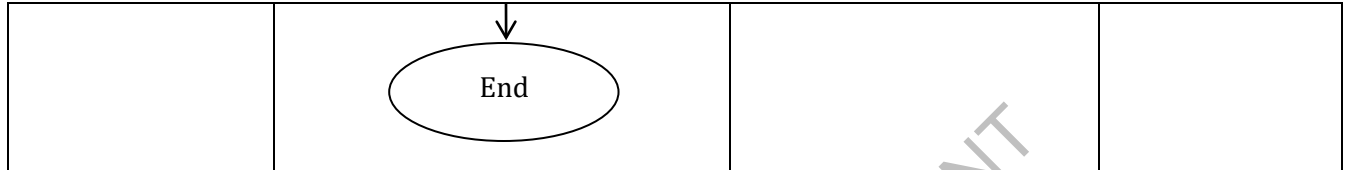
9.1.1 Customer Complain

Responsibilities	Work Flow	Work Process	Quality Record
	<pre> graph TD     Start([Start]) --&gt; Step1[Step 1]     Step1 --&gt; Step2[Step 2]     Step2 -- 2 days --&gt; Step3[Step 3]     Step3 -- 3 days --&gt; Decision{Does it require VC's decision?}     Decision -- Yes --&gt; Step4[Step 4]     Decision -- No --&gt; Step6[Step 6]     Step4 -- 3 days --&gt; Step5[Step 5]     Step5 --&gt; Step6     Step6 --&gt; End([End])           </pre>		
<b>Academician/ Staff</b>		1. Fills out the RMC complain form and submits to RMC.	
<b>RDO</b>		2. Receives the complain form and sends it DRMC.	RMC Complain Form
<b>DRMC</b>		3. Processes the complain form and gives feedback. If the complain involves VC's intervention, then it goes to the VC for his/her decision	Complain Feedback
<b>VC</b>		4. VC addresses the issue and gives his/her verdict	
<b>DRMC</b>		5. The secondary feedback, post the VC's decision will be released to the academician/staff	Complain Feedback
<b>Academician/Staff</b>		6. The person who registered the complaint is required to fill the Research Management Centre Complain Handling Survey form	Research Management Centre Complain Handling Survey form



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9.1.2 Quantitative analysis output of customer satisfaction for complain handling

Responsibilities	Work Flow	Work Process	Quality Record
<b>Academician/ Staff</b>		1. Submits the Customer Satisfaction Survey for Complain Handling form to RMC	Customer Satisfaction Survey for Complain Handling form
<b>RDO/DRMC</b>		2. Performs a quantitative analysis using the survey output and establishes the percentage of satisfaction 3. If percentage is >80% the quality objective is achieved	Quantitative analysis output of customer satisfaction for complain handling
<b>RC</b>		4. If $\leq 80\%$ , it has to be recorded as a risk in the risk and opportunity register, and necessary mitigation action has to be taken with the consent of the management	Risk and opportunity register
<b>MRM</b>		5. Output of the survey is presented during MRM	MRM meeting minutes



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9.1.3 Customer Satisfaction Survey

Responsibilities	Work Flow	Work Process	Quality Record
	<pre> graph TD     Start([Start]) --&gt; Step1[Step 1]     Step1 --&gt; Step2[Step 2]     Step2 --&gt; Step3[Step 3]     Step3 -- "within a month from survey" --&gt; Step4[Step 4]     Step4 --&gt; Decision{Is it &gt;80%?}     Decision -- No --&gt; Step5[Step 5]     Decision -- Yes --&gt; Step6[Step 6]     Step5 --&gt; Step6     Step6 --&gt; End([End])           </pre>		
<b>RDO</b>		1. Link to the Customer Satisfaction Survey is sent to the PI	
<b>PI</b>		2. Completes the Customer Satisfaction Survey.	Customer Satisfaction Survey Form
<b>DRMC</b>		3. Performs a quantitative analysis using the survey output and establishes the percentage of satisfaction. 4. If percentage is >80% the quality objective is achieved.	Quantitative analysis output of customer satisfaction
<b>RC</b>		5. If $\leq 80\%$ , it has to be recorded as a risk in the risk and opportunity register, and necessary mitigation action has to be taken with the consent of the management.	Risk and opportunity register
<b>MRM</b>		6. Output of the survey is presented during MRM	MRM meeting minutes