

MASTER COPY  
 Control No. 01  
 Signature/Date [Signature]

REPUBLIC OF THE PHILIPPINES  
 PROVINCE OF DAVAO DE ORO

**QUALITY MANAGEMENT SYSTEM**

**GUIDELINES IN MONITORING AND MEASURING CUSTOMER FEEDBACK**

Code : DdO-QP-11	Revision No. : 0	Effectivity: 29 October 2021	Page: 1 of 2
------------------	------------------	------------------------------	--------------

**1.0 PURPOSE**

The purpose of this document is to provide guidelines in monitoring, gathering, and analysis on customer's feedback.

**2.0 SCOPE**

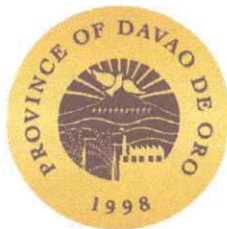
This document shall apply to all processes in the Provincial Local Government Unit of Davao de Oro (PLGU DdO) Quality Management System.

**3.0 DEFINITION OF TERMS**

- 3.1 **Customer** – is defined as being any visitor or stakeholder and includes all employees of PLGU DdO.
- 3.2 **Customer Feedback**- information provided by customer to measure level of satisfaction on service delivery.
- 3.3 **Anti-Red Tape Team** – the team who will review, hear and decide issues and complaint that affects the efficient service delivery of the Province of Davao de Oro.

**4.0 PROCEDURE DETAILS**

Ref. No.	Key Activities	Responsible	Reference Document/ Record
4.1	<ul style="list-style-type: none"> <li>• Receives filled up customer feedback form in hard copy and encoded it in the Online Customer Feedback and Complaint Site for easy consolidation of monthly report.</li> </ul>	Front Desk Officer, Administrative Officer (AO)	Feedback forms (Hard copy and soft copy)
4.2	<ul style="list-style-type: none"> <li>• Generates monthly report for review and analysis of results of customer feedback</li> </ul>	Anti-Red Tape Team	Client Satisfaction Survey Result
4.3	<ul style="list-style-type: none"> <li>• Manages and resolves customer feedback and complaints.</li> </ul>	Anti-Red Tape Team/Office Concerned/ Department Head	Client Satisfaction Survey Result



REPUBLIC OF THE PHILIPPINES  
PROVINCE OF DAVAO DE ORO

### QUALITY MANAGEMENT SYSTEM

#### GUIDELINES IN MONITORING AND MEASURING CUSTOMER FEEDBACK

Code : DdO-QP-11

Revision No. : 0

Effectivity: 29 October 2021

Page: 2 of 2

#### 5.0 CRITERIA FOR RATING

ADJECTIVAL RATE		DESCRIPTION OF FEEDBACK
Excellent	5	Exceptional level of service delivery.
Very Good	4.99-4	Exceeds client expectations.
Just Right	3.99-3	Meets client expectations.
Not Good	2.99-2	Poor service delivery.
Worst	1.99-1	Failed to meet client expectations.

#### 6.0 REFERENCES

6.1 EO.0010.2020

6.2 Citizen's Charter

6.3 RA 11032/ ARTA

Prepared by:

Checked/Reviewed:

  
**GRENDHEL C. LANCERO**  
ARTA Secretariat

  
**RAUL P. VILLOCINO**  
ARTA Team Head

Approved:

  
**LARA ZAPHIRE KRISTY N. BERMEJO, MPA**  
PHRMD Officer/  
Quality Management Representative