



# Memo-Servicing & Technical Info

I.F.E.D.A. MEMBERS SERVICING/TECHNICAL ADVICE/ UPDATE

From: The National Office

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## Number 33

### BS EN ISO9001 Registration

One of the requirements when ISO registered is to assess your performance by measuring customer satisfaction.

It is also necessary to carry out regular field audits on all service technicians on a regular basis.

Customer satisfaction can also be ascertained at the time of a field audit, either by use of a combined audit and customer satisfaction checklist or by use of a separate form for each subject.

Customer satisfaction can also be measured by asking your customers to complete a questionnaire, which may be posted or completed over the telephone.

Our member, Flameskill, is using an additional method that you may wish to consider.

They have included a section in their Service Report Summary, which their service technicians complete on site for signature by their customer.

This states:

“As part of our ISO9001 requirements we are required to obtain and monitor customer feedback on the level of service we provide. It would be helpful if you will grade the service you have received by ticking one of the boxes to the right (1 representing poor through to 5 for very good). If there are any additional comments you wish to make please use the comments box above. Thank you”.

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