



18 July 2017

MEMORANDUM NO. 299

Series of 2017

**T O: Vice Presidents, College Deans, Directors, Department/Office Heads and Others
Concerned including Campus Deans of Satellite Campuses**


R E: Gathering Feedback from All Clients thru a Customer Satisfaction Form

In order to improve our effectiveness in providing quality services to our clients and to comply with the requirements of the Civil Service Commission and ISO standards, all offices in the departments/units are directed to secure feedback from their clients as to the quality of services they just received from the offices concerned. As a matter of procedure, clients should first be required to log in the visitor's logbook and before leaving the office after the completion of his/her purpose of the visit, should be requested to fill up the attached sample Customer Satisfaction Form. All department/office secretaries are required to provide a box where the clients should drop the filled up form. In addition, clients should be free from any influence by the office staff where he/she just transacted business. The Training Unit of ODAHRD shall gather all filled up forms from the different units weekly, tabulate and prepare simple statistical analysis of the feedbacks gathered. The Department of Statistics is requested to initially help in doing the statistical analysis.

Results gathered from this feedback mechanism is not meant to pin down any office/unit or person but will be used as basis in proposing improvements in our operation and for the university to comply with the minimum requirements for Level 3 accreditation under PRIME-HRM of the Civil Service Commission and also for ISO certification. The full cooperation of everyone is enjoined.

This directive takes effect upon receipt of this memorandum.

Please be guided accordingly.


fr: **EDGARDO E. TULIN**
President *for me*