



20 September 2023

MEMORANDUM NO. 889
Series of 2023

T O: All Unit Heads

R E: Mandatory Customer Satisfaction Survey Form Submission After Completing University Transactions

As part of our ongoing efforts to enhance our services and gain a deeper understanding of our customer's needs and preferences, we wish to gently remind all staff members of the importance of customer feedback. Effective immediately, it is imperative that we ensure all customers complete and submit a Customer Satisfaction Survey Form (FM-QAC-02 or FM-QAC-47) after completing transactions with the university.

The purpose of this reminder is to collect valuable feedback from our customers who have engaged in university-related transactions, enabling us to make data-driven decisions that will enhance the quality of our services and products in these specific areas. Customer feedback is an essential tool for improving customer satisfaction and loyalty, as well as for identifying areas that may require attention or improvement in the context of university-related interactions. Nonetheless, complying with this requirement is also in accordance with government regulations.

Thank you for your commitment to providing excellent service to our university community.

EDGARDO E. TULIN
President