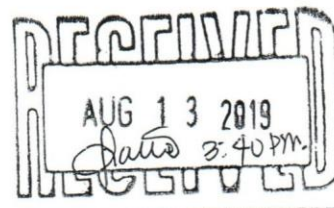




14 August 2019

MEMORANDUM CIRCULAR NO. 80
Series of 2019



T O: All VPs, Deans, Dept/Center/Institute/Unit Heads and All Concerned Employees of VSU Main

R E: Strict Implementation of Customer Satisfaction Feedback

In the light of ISO 9001:2015 QMS implementation at VSU main, all unit/office heads should strictly operationalize the Customer Satisfaction Feedbacking procedure as required in Clause 9 of ISO. As such, every unit/office should enforce this mandatory procedure and assign focal person or front desk officer who will be responsible in assisting customers who have been served (students, co-employees, parents, suppliers, project partners, and other interested parties) in filling out the Customer Satisfaction Form that we have revised based from previous form prepared by ODAHRD (attached).

It is highly advised that all clients served should fill out the form indicated. The filled out forms will be collected by QAC staff weekly for analysis and reporting. Concerns/issues reported, will be brought up for appropriate corrective action. Failure of complying this requirement will be ground for nonconformity (NC) of ISO standards. Hence, ail units/offices should strictly comply this requirement. Procedure on this effect should be clearly cascaded to all units.

Please be guided accordingly.


EDGARDO E. TULIN
President



CUSTOMER SATISFACTION FORM

Dear Valued Customer,

Thank you for choosing Visayas State University. Your experience in our services is important to us. Your feedback will greatly help us to assist you better and this will also serve as input for the improvement of our processes and service. Please let us know by filling out the form below. Thank you.

Date:		Time:	
Customer Type: <input type="checkbox"/> Student <input type="checkbox"/> Faculty <input type="checkbox"/> Alumni <input type="checkbox"/> Parent <input type="checkbox"/> Employee <input type="checkbox"/> Guest <input type="checkbox"/> Others (Specify) _____			
Office/Department/ College/Unit Visited:			
Services Availed: <input type="checkbox"/> Consultation/Inquiry <input type="checkbox"/> Payments <input type="checkbox"/> Submission of Documents <input type="checkbox"/> Request for Data <input type="checkbox"/> Follow-up Documents <input type="checkbox"/> Scholarship <input type="checkbox"/> Request for Assistance <input type="checkbox"/> Issuance of TOR, Diploma, etc. <input type="checkbox"/> Others(specify): _____			
Scale: 5-Outstanding 4-Better 3-Good 2-Fair 1-Poor			
Rating			
5 4 3 2 1			
1. Politeness/Courtesy given by staff/service provider.			
2. Competence/knowledge of staff/service provider.			
3. Service provided at a very reasonable time.			
4. Purpose of visit/transaction accomplished.			
5. Overall Experience.			
Comment/Suggestions:			
Name of Client: (Optional)			
Contact Number: (Optional)			
For inquiries and feedback, you may contact Quality Assurance Center at (053)563-7534 or email us at qac@vsu.edu.ph			

VISION: A globally competitive university for science, technology, and environmental conservation.

MISSION: Development of a highly competitive human resource, cutting-edge scientific knowledge and innovative technologies for sustainable communities and environment



CUSTOMER SATISFACTION FORM

Dear Valued Customer,

Thank you for choosing Visayas State University. Your experience in our services is important to us. Your feedback will greatly help us to assist you better and this will also serve as input for the improvement of our processes and service. Please let us know by filling out the form below. Thank you.

Date:		Time:	
Customer Type: <input type="checkbox"/> Student <input type="checkbox"/> Faculty <input type="checkbox"/> Alumni <input type="checkbox"/> Parent <input type="checkbox"/> Employee <input type="checkbox"/> Guest <input type="checkbox"/> Others (Specify) _____			
Office/Department/ College/Unit Visited:			
Services Availed: <input type="checkbox"/> Consultation/Inquiry <input type="checkbox"/> Payments <input type="checkbox"/> Submission of Documents <input type="checkbox"/> Request for Data <input type="checkbox"/> Follow-up Documents <input type="checkbox"/> Scholarship <input type="checkbox"/> Request for Assistance <input type="checkbox"/> Issuance of TOR, Diploma, etc. <input type="checkbox"/> Others(specify): _____			
Scale: 5-Outstanding 4-Better 3-Good 2-Fair 1-Poor			
Rating			
5 4 3 2 1			
1. Politeness/Courtesy given by staff/service provider.			
2. Competence/knowledge of staff/service provider.			
3. Service provided at a very reasonable time.			
4. Purpose of visit/transaction accomplished.			
5. Overall Experience.			
Comment/Suggestions:			
Name of Client: (Optional)			
Contact Number: (Optional)			
For inquiries and feedback, you may contact Quality Assurance Center at (053)563-7534 or email us at qac@vsu.edu.ph			

VISION: A globally competitive university for science, technology, and environmental conservation.

MISSION: Development of a highly competitive human resource, cutting-edge scientific knowledge and innovative technologies for sustainable communities and environment