

	<h1>Customer Satisfaction Procedure</h1>	Document	PPR-QS7-05
		Revision	03
		Rev. Date	03.15.2017
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1.0 **Purpose:**

The purpose of this procedure is to describe the method to monitor our customers' perceptions of our ability to meet their requirements.

2.0 **Scope:**

This procedure applies to all customers of PVF.

3.0 **Responsibilities:**

- 3.1 The Distributor Principal is responsible for defining what areas will be measured. They are: Inside Customer Service Personnel; Outside Sales Personnel; Shipping and Documentation; and Products.
- 3.2 The Quality Manager is the owner of this process and is responsible to oversee that data collection is timely, accurate and logged properly and that data is analyzed in order to determine which areas warrant corrective action. Results will be documented in the Management Review Meeting.

4.0 **Definitions:**

- 4.1 **BMS**-Business Management System
- 4.2 **Survey Monkey®** – an Internet-based tool which allows us to set up online surveys to our customers.
- 4.3 **Impromptu®** – a report writing tool enabling us to extract information from our BMS database.

5.0 **Process Flow:** N/A

6.0 **Procedure:**

- 6.1 Contact approximately 20 active customers monthly via Survey Monkey®. The PVF survey will be suspended if Swagelok is conducting a survey using PVF customers during the same year.
- 6.2 We will effectively manage, monitor, and analyze our on-time delivery to our customers utilizing our BMS.
- 6.3 Survey results and On-Time delivery will be analyzed to measure customer satisfaction. Goals will be set for a desired percent of "excellent" responses (versus "average" or "poor").
- 6.4 If goals are not met, corrective actions will be initiated to improve our rating by our customers.

7.0 **Reference Documents:**

SQS
Customer Returns for Credit PPR-QS7-04
Customer Complaint Procedure PPR-QS7-02
Returns for Evaluation PPR-QS7-10
Complaint Policy and Objectives PFM-QC7-02

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Complaint Categories PFM-QC7-01

Customer Survey PWI-QS7-02

8.0 Records:

Customer Surveys

Customer Service Level Reports as generated through our BMS.

Customer Incoming Report Cards

CRM Cases Database

9.0 Revision History:

<u>Date</u>	<u>Rev#</u>	<u>Nature of Change</u>	<u>Approval</u>
04.26.10	00	Initial issuance/Approvals	SG
12.10.10	01	Revised purpose, scope, responsibilities, procedure and format	SG
12.28.15	02	3.2 – Changed Ownership to the Quality Manager instead of the Operations Manager 6.1 – Added clause suspending PVF survey if Swagelok is surveying the same contacts in the same year. 7.0 – Deleted reference to ISO 9001:2000, added reference to survey work instructions	JK
03.15.2017	03	8.0 – Updated Records section	JK