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## Customer Satisfaction Procedure (QAS-P005)

Saint Louis Public Schools

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### 1. SCOPE:

- 1.1. This procedure applies to the Saint Louis Public Schools to ensure customer satisfaction

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

### 2. RESPONSIBILITY:

- 2.1. Management Representative  
2.2. Management Review Team

### 3. APPROVAL AUTHORITY:

- 3.1. Management Representative

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### 4. DEFINITIONS:

- 4.1. n/a

### 5. PROCEDURE:

- 5.1. The Saint Louis Public Schools solicits customer feedback from employees and community members as one of the measurements of the performance of the SLPS Quality Assurance System.
- 5.2. Information relating to the customer(s) perception is monitored and reviewed during the Management Review Team Meetings. This process aids in determining whether customer requirements are being met.
- 5.3. Methods for obtaining and using this information includes, but is not limited to the following:
- 5.3.1. Customer Satisfaction Form (Employees) – This information is compiled and a report is prepared for the Management Review Team. The results and actions taken are documented in the Management Review Team Minutes.
- 5.3.2. Customer Satisfaction Form (Parents / Community) – This information is compiled and a report is prepared for the Management Review Team. The results and actions taken are documented in the Management Review Team Minutes
- 5.4. Issues and/or concerns are realized based on the feedback analysis.
- 5.5. Corrective and/or preventive action plans are implemented when applicable.
- 5.6. A flow chart detailing the steps of this process can be found in Exhibit A.

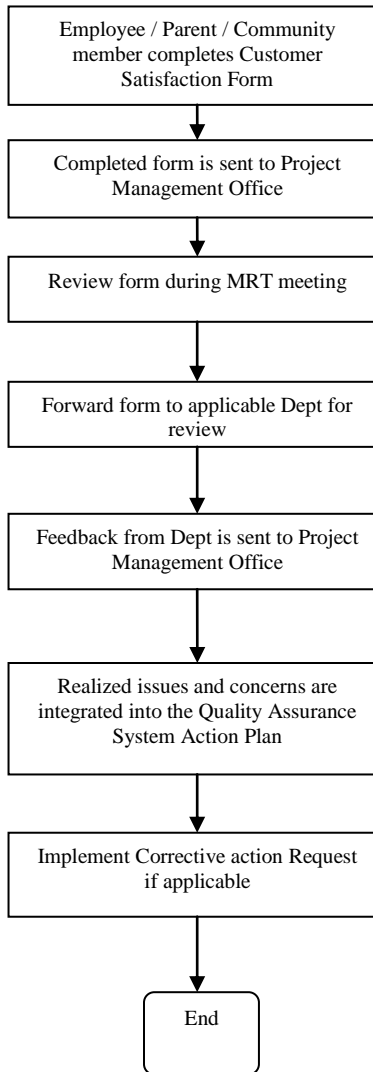
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### Exhibit A



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### **6. ASSOCIATED DOCUMENTS:**

- 6.1. Management Review Minutes
- 6.2. Customer Satisfaction Forms

### **7. RECORD RETENTION TABLE:**

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Management Review Team Minutes	MRT Minutes Binder	5 years	Discard as desired	Standard file cabinet in secured office
Customer Satisfaction Forms	MRT Minutes Binder	5 years	Discard as desired	Standard file cabinet in secured office
Customer Survey Report	PMO Files	5 years	Discard as desired	Standard file cabinet in secured office

### **8. REVISION HISTORY:**

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
04/02/08		Initial Release

**\*\*\* End of procedure \*\*\***