

Purpose

The purpose of this Guide is to document the IRD protocol for the handling of customer comments.

Scope

This Guide covers comments for the services described in the IRD-QM-II only. Comments directed to other services (*e.g.*, special measurements) are recommended to be handled in a like manner.

Definitions

Comment – A coherent written statement that states an opinion, offers suggestions or a non-actionable statement regarding any aspect of an IRD service covered by the IRD Quality System. The statement should point to a potential change or improvement in some aspect of the service with the intent that it not be binding to the current operation.

Equipment

N/A

Health & Safety Precautions

N/A

Protocol*Receipt of comment*

1. The IRD staff recipient of the customer feedback/concern, whether written, electronic or oral, is responsible for delivering the feedback in written form to the Quality Manager in a timely fashion.
2. If received orally, the recipient shall consult with the customer to either obtain a written version directly from the customer (preferred) or verify the accuracy of the recipient's interpretation of the feedback.
3. If, in the opinion of the Quality Manager, the customer feedback/concern is interpreted as a complaint (IRD-G-04), the Quality Manager may request that the feedback be addressed according to the protocol in IRD-G-04. The opinions of the Division Chief, Group Leader or calibration staff may be solicited as needed to achieve a consensus opinion. Additional clarifications from the customer may be required.

4. If, in the opinion of the Quality Manager, the customer feedback/concern is not interpreted as a complaint (IRD-G-04) or a comment, the filing and retention of the feedback is at the discretion of those involved.
5. The Customer Comment Form (Appendix IRD-G-13.A) shall be attached to the comment. Additional statements from the Quality Manager or calibration staff may be included, but are not required.

Review and distribution of Comment

1. The comment is distributed by the Quality Manager to the Division Chief, relevant Group Leader, and calibration staff as appropriate.
2. The Customer Comment Form and the original comment are filed by the Quality Manager.

Acceptance Criteria

N/A

References

N/A

Records

Customer Comment Form

Filing and Retention

The Quality Manager shall place the original comment and the Customer Comment Form in the Division comment file. These documents shall be retained indefinitely.

Appendix IRD-G-13.A

CUSTOMER COMMENT FORM

COMMENT:

CUSTOMER _____

CUSTOMER ADDRESS _____

CUSTOMER CONTACT _____

CONTACT INFORMATION (PHONE OR E-MAIL) _____

COMMENT RECEIVED BY _____ DATE _____

ADDITIONAL NOTES:

QUALITY MANAGER COMMENT/NOTE:

Approved by: _____ (QS Manager) Date: _____