

<b>TITLE: Service and Satisfaction Policy</b>	
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## Title: Service and Satisfaction Policy

### POLICY STATEMENT

The Laboratory determines the level of client satisfaction in order to evaluate the ability of the Laboratory to meet its goal of excellent customer service to both external and internal clients.

### PURPOSE

This policy provides direction for the policies and procedures to determine customer satisfaction.

### RESPONSIBILITY

**Chair Chief/Medical Director/Medical Leader/Section Head/** is responsible for:

- Identifying opportunities for and participating in process improvement activities.
- Establishing excellent relationships with both internal and external clients.

**Administrative Director/Laboratory Manager** is responsible for:

- Developing and implementing mechanisms to measure customer satisfaction levels related to laboratory service.
- Analyzing and reporting information obtained from customer satisfaction surveys.
- Establishing excellent relationships with both internal and external clients.
- Ensuring that staff are provided with training to acquire the skills and knowledge to administer excellent customer service.
- Identifying opportunities for and participating in process improvement activities.

**Coordinator** is responsible for:

- Establishing and maintaining excellent relationships with both internal and external clients.
- Ensuring that staff are provided with training to acquire the skills and knowledge to administer excellent customer service.
- Identifying opportunities for and participating in process improvement activities.

**Laboratory Staff** are responsible for:

- Providing excellent customer service to internal and external clients.
- Identifying opportunities for and participating in process improvement activities.

## SUPPORTING STATEMENTS

### Customer Satisfaction Measures

The Laboratory conducts surveys to determine customer satisfaction, resolves complaints from customers and monitors trends related to compliments and complaints from customers.

## REFERENCES

- NCCLS document HS1-A Vol.22, No.13- A Quality System Model for Health Care; Approved Guideline
- QMP-LS- Ontario Laboratory Accreditation Requirements

## SUPPORTING DOCUMENTS

The following processes support this policy:

- [LABM-QMS-SER-B-001](#) Customer service and satisfaction
- [LABM-QMS-SER-B-002](#) Customer Feedback Resolution Process
- [LABM-QMS-OCC-B-001](#) Occurrence Management Process
- [GEN 008](#) Management of Compliments and Complaints