

## **Procedure for Evaluating Customer Satisfaction**

**1.0 Purpose** - This procedure establishes a system for evaluating the services provided by the State Crime Laboratory (Laboratory).

**2.0 Scope** - This procedure is applicable to all employees of the Laboratory.

**3.0 Definitions** - N/A

### **4.0 Procedure**

**4.1 Overview** - Customer satisfaction surveys may provide valuable feedback on the effectiveness of the Laboratory and may be used to improve the quality system with the customer in mind; therefore, the Laboratory encourages comments and feedback from any entity which it serves.

#### **4.2 Online Customer Satisfaction Survey**

**4.2.1** The services provided by the Laboratory shall be evaluated through the use of an online customer survey. This survey is found [here](#).

**4.2.2** The Deputy Assistant Director/Quality Manager (QM) shall send an email at least annually to customers (submitting agencies, District Attorneys, Defense Attorneys, Judges, etc.) to notify them of the online survey.

**4.2.3** Responses to the online customer survey shall be collected and analyzed for a thirty day period following the annual notification. The Quality Control Officer (QCO) shall forward the results of online surveys to the appropriate Forensic Scientist Manager and Deputy Assistant Director/QM for review.

**4.2.4** If during review of the responses to the online customer survey the Deputy Assistant Director/QM determines that a complaint needs to be addressed, the Procedure for Complaints shall be followed.

**4.2.5** Tabulated results in the Customer Satisfaction Assessment Database shall be reported in the annual management review and shall be maintained by the QCO according to the Record Retention Schedule as set forth by the North Carolina Department of Cultural Resources.

### **5.0 Records**

- Tabulated survey results

**6.0 Attachments** – N/A

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