



UNIVERSITY OF NAIROBI

Document: **PROCEDURE FOR MONITORING CUSTOMER SATISFACTION**

College: **CORPORATE**

Doc. No: **UON/OP/66**

Date of Issue: **August 31, 2016**

Rev No: **05**

Issued By: **VICE-CHANCELOR**

Authorized By: **UNIVERSITY MANAGEMENT BOARD**

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0.1 DOCUMENT CHANGES

DATE	CLAUSE	AUTHORIZED BY
July 29,2009		VC
October 14,2009	0.1 - Document changes	VC
March 21, 2011	0.2 Added the DVC (SA) and DVC (RPE) and respective Registrars 4 Deleted i-xii, xvii and xviii and acronyms 5 Rephrased 6.1 Removed table and replaced with narration 6.2 Removed table and replaced with narration 7.2 deleted customer complaint form	VC
June 30, 2013	0.1 – Document changes 2 Spelling correction for compliments 6.1 (i) Spelling correction for compliments 6.1 (iv) Spelling correction for compliments	VC
March 31, 2015	8.0 Added the need to keep relevant records	VC
August 31, 2016	<ul style="list-style-type: none"> • Changed the issuance and approver • Added a footnote on the cover page • 5.0 Added the specific responsibilities • 8.0 Changed need to keep records to need to keep documented information • 9.0 Changed process map to procedure flow chart 	VC

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1. PURPOSE

To monitor customer satisfaction for continual improvement.

2. OBJECTIVE

To monitor customer satisfaction regularly.

3. SCOPE

The procedure covers customer complaints, suggestions, compliments ..

4. REFERENCES

- i. ISO 9001:2008 Standard
- ii. University of Nairobi Quality Manual(UON/OP)
- iii. University of Nairobi Service Charter

5. DEFINITION OF TERMS AND ACRONYMS

Term	Acronym	Definition
	HOD	Head of Department
Department		Unit of operation at the university
Customer		A person who receives or seeks a service
	MR	Management Representative

6. RESPONSIBILITY

The VC will have the overall responsibility of ensuring that ensure that this procedure is followed

Head of Department will ensure that customer feedback are captured, analysed and acted upon

7. METHOD

7.1 Receiving and addressing Customer feedback

- a. Customer feedback is received and recorded.
- b. Customer feedback is then addressed appropriately and communicated to the customer.
- c. Where there is need for follow up, the same shall be recorded and feedback communicated to the customer.

7.2 Conducting Customer Satisfaction Survey

- a) Customer satisfaction survey shall be conducted at least once a year.
- b) The results shall be analyzed and issues raised addressed.

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8. RECORDS

Relevant Documented information shall be maintained.

9. APPENDIX

9.1. PROCEDURE FLOWCHART

