



Purpose

The purpose of this procedure is to establish a system for evaluating DNA/Biology services provided at LSD&FC and determine desirable changes for the laboratory's services.

Scope

This SOP applies to all personnel at LSDFC.

Guidelines & Requirements

- ISO/IEC 17025: 2017 (E) Standards
- R104 - A2LA General Requirements – ISO/IEC 17025:2017 Accreditation of Field Testing and Field Calibration Laboratories
- P113- A2LA Policy on Measurement Traceability for Life Sciences Testing and Forensic Conformity Assessment Bodies (CABs)
- P102a – A2LA Policy on Metrological Traceability for Life Sciences Testing and Forensic Conformity Assessment Bodies for all Calibrations and Verifications of Measurement and Test Equipment
- AABB's Guidelines "Guidance for Standards for Relationship Testing Laboratories", 12th Edition.

Reagents/Materials/Equipment

Customer Feedback Form (LSD&FC Form # QAC 003)

Procedure

1. Customer satisfaction surveys provide valuable feedback on the effectiveness of the LSD&FC Laboratory and may be used to improve the quality system with the customer in mind; therefore, the Laboratory encourages comments and feedback from any client for which it provides service.
2. The services provided by LSD&FC shall be evaluated through the use of a Customer Feedback Form.
3. Responses to the customer surveys shall be collected and analyzed.



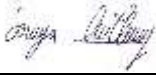
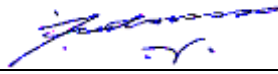
4. The Quality Manager shall forward the results of Customer Feedback Forms to the Center Director and the Section Director for review.
5. If during review of the responses to the customer feedback, it is determined that a complaint needs to be addressed, the procedure for Complaints Handling Policy and Procedures shall be followed.
6. Results shall be tabulated and reported in the annual management review.
7. Customer Satisfaction Surveys and the tabulated results shall be retained according to the procedure for Document Retention.

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Procedure History

Evaluating Customer Satisfaction

Procedure History			
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11/15/2018		Soraya McClung, MFS Director, DNA Technical Leader	
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11/15/2018	Removed Testimony Evaluation Updated Guidelines & Requirements Updated Footer to add SOP Number	Soraya McClung	v1.0
Review History			
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