



**MCA-QP8210**

**Revision D  
29 January 2003**

**Maintenance Center, Albany  
Marine Corps Logistics Base, Albany, GA 31704-0325**

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# **MCA QUALITY PROCEDURE**

## **CODE 884**

# **CUSTOMER SATISFACTION MANAGEMENT**

**SIGNATURE/APPROVAL**

The signature and date below indicates approval of this procedure for implementation at the Maintenance Center, Albany.

\_\_\_\_\_  
(Signature on File)  
S. H. FOREMAN  
Commander, Maintenance Center, Albany

\_\_\_\_\_  
29 January 2003  
DATE

**CHECK THE MASTER LIST - VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

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<b>CUSTOMER SATISFACTION MANAGEMENT</b>	<b>MCA-QP8210</b>	<b>Revision: D</b>
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**DOCUMENT HISTORY LOG**

<b>Status (Baseline/ Revision/ Canceled)</b>	<b>Document Revision</b>	<b>Effective Date</b>	<b>Description</b>
Baseline		26 Feb 02	
Revision	A	23 May 02	(a) Revised 4.1.1, 4.1.3 and 6 (b) Added paragraph 4.1.1.1 and 4.1.2.1. (c) Added new Quality record. (c) Corrected minor typographical errors. Revisions due to June 2002 Internal Audit
Revision	B	17 Jul 02	(a) Changed disposition in paragraph 7, (b) Changed Department to Branch due to reorganization.
Revision	C	29 July 02	(a) Revised 1st sentence in para 4.1.1 (b) Revised Customer Satisfaction Survey Appendix A
Revision	C	29 Jan 02	Remove Paragraph 4.1.1.2; On Appendix A change ISO 9002 to ISO 9001

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## CUSTOMER SATISFACTION MANAGEMENT

### 1. SCOPE.

1.1 Scope. This Maintenance Center, Albany (MCA) Quality Procedure (MQP) documents the general processes and responsibilities for communications with customers and monitoring/measuring their satisfaction.

1.2 Purpose. To establish processes for communicating with MCA customers and for monitoring/measuring information relating to the customer's perception as to whether the MCA has met the customer requirements.

1.3 Applicability. This MQP applies to all MCA organizational elements involved with monitoring/measuring customer satisfaction.

### 2. APPLICABLE DOCUMENTS.

QM1000	Maintenance Centers Quality Manual
MCA-QP5500	Responsibility, Authority And Communication
MCA-QI8210-PM0081	Customer Concerns Reporting Process

### 3. DEFINITIONS.

See MCA-QP5500 Appendix A for definitions.

### 4. PROCEDURES.

4.1 General The MCA shall actively pursue the customer's perception as to whether their requirements have been met by soliciting customer input via survey letters, attaching customer service decals to equipment, etc. A Customer Service Database shall be used by Program Management Team to log customer concerns/comments received via survey reply, email, fax, telephone, etc. Customer reports on non-conformances are reported via Field Product Quality Deficiency Reports (FPQDRs), Quality Inspection Reports (QIRs), and External Corrective Action Reports and are addressed in MCA-QI8300-BN0017, MCA-QI8520-BN0044, and MCA-QI8520-BN0049 respectively.

4.1.1 Customer Satisfaction Survey. Quarterly, through the Office of the Commander, Customer Satisfaction Survey's will be sent, via electronic mail, to MCA customers (i.e. Program Managers and using units). Responses will be collected and forwarded to the Customer Service Representative. The customer service representative will log responses to the survey into the Customer Service Database and then notify the appropriate Program Management Team and the Quality Assurance Office. The Program Management Team will review survey responses and take action on negative responses and follow-up with the customer. Follow-up results will be documented in the Customer Service Database. A process/product audit will be conducted by Quality Assurance to assist the Program Management Team in follow-up, if requested.

ATEP Satisfaction Survey. The ATEP TMDE website is used to report hardware and software troubles with fielded systems, request assistance and/or provide customer concerns and comments to include feedback on any electronic equipment maintained at the third through fifth echelon that could be supported with Automated or non-Automated Test Systems. When a system trouble report (STR) is received, the appropriate team leader assigns it to a technician. The sender is notified by e-mail who is working their STR and is notified on a regular basis as changes to the STR status occur. The records and comments are retained indefinitely for future use in developing products to assist the FMF maintainer.

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4.1.2 Customer Concern Management. When a concern is received from the customer, the following procedure applies:

- a. Log the concern into the Customer Service Database by describing it as specifically as possible. See MCA-QI8210-PM0081 for database entry instructions.
- b. Acknowledge receipt of problem/concern back to the customer.
- c. Give an estimated completion.
- d. Program Management Branch coordinates concern resolution process with appropriate MCA Departments. Resolutions will be documented in the Customer Service Database and response given to customer. If resolution is not timely, customer will be informed of progress.
- e. After concern is resolved, the Customer Service Database will be logged to show completion.

ATEP Customer Concern Management.

- a. The receipt of the customer concerns is acknowledged by the STR'S automated system.
- b. ATEP Branch Head coordinates concern resolution process with appropriate Project Team Leader. Resolutions will be documented in the ATEP Web site STR'S database and response given to customer. If resolution is not timely, customer will be informed of progress.
- c. After concern is resolved, the ATEP web site STR'S Database will be logged to show completion.

4.1.3 Customer Service Decals. The Quality Control Inspector (QCI) shall control customer service decals to prevent unauthorized possession and application. When applicable the Certified Product Inspector (CPI) or Quality Control Inspector (QCI) shall place customer service decals as close to the equipment data plate as practical on all repaired/rebuilt equipment after final acceptance inspection. The Engineering Department shall fabricate the 1-800 Customer Service decals for the Quality Department upon receipt of work order from shop planner. Quality Assurance continually monitors to ensure compliance with the intent of this procedure. The decals are as described below:

- a. Aluminum Decal - .003" Aluminum (large 01MRP4177 or small 01MRP4176 as appropriate) shall be applied to all items exposed to the environment.
- b. Vinyl Decal - (large 01MRP4179 or small 01MRP4178 as appropriate) shall be applied to all items not exposed to the environment.

4.2 Customer concerns and comments are compiled quarterly and reviewed for possible trends and recurring issues. Recurring concerns/issues are addressed through the corrective action process MCA-QP8520. Trends are analyzed further for possible improvement actions. Depending on their scope, these may be directly addressed by Program Management Branch or escalated for discussion at Commander's staff meetings for immediate tasking. Alternately, they may be addressed through corrective action or preventive action when the need is perceived. Upon conclusion of analysis phase, a report is prepared for historical tracking of customer satisfaction levels as a reference for future trends analysis. Copies of the report will be submitted to the head of the Program Management Branch and Quality Department Quality Assurance Office on a quarterly basis by the customer service representative. In addition, customer satisfaction trend information is reviewed during Management Review meetings.

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4.3 Master Schedule Line Items Management: Program Management Branch is responsible for inquires, work requests, including changes to Master Line Items or SOW/MOA/MOU requirements. This is governed by the MCA-QP7200 Program Management Process.

4.4 Product Information: The Marketing Department within the Maintenance Directorate maintains documents, brochures, web site, etc., describing the full capabilities of the MCA. MCA regularly reviews this information for accuracy. Inaccuracies or ambiguities are immediately brought to the attention of the Marketing Department for correction. Whenever new services are perceived by the Marketing Department, Program Management Branch works with the Marketing Department to prepare the necessary technical information.

5. NOTES. None

6. DATA, REPORTS AND FORMS. Quarterly Customer Concerns and Comments Report.

7. QUALITY RECORDS. Quality records shall be maintained in accordance with MCA-QP4240.

7.1 Customer Satisfaction Letter (MCA-QP8210-FM1)

Storage Location: Program Management Branch  
Indexing: Alpha/numeric  
Access: Program Management/Customer Service Team  
Filing: As generated  
Storage Medium: Customer Service Database  
Maintenance: Y:\ 1 Customer \_ svc/cust\_svc.mdb  
Disposition: Archive  
Retention: 3 years

7.2 ATEP TMDE Website

Storage Location: Trades Department  
Indexing: Alpha/numeric  
Access: ATEP TMDE Personnel  
Filing: As generated  
Storage Medium: ATEP TMDE website  
Maintenance: ATEP TMDE website  
Disposition: Archive  
Retention: Indefinite

7.3 Quarterly Reports

Storage Location: Program Management Branch  
Indexing: Alpha/numeric  
Access: Program Management/Customer Service Team  
Filing: As generated  
Storage Medium: Electronic  
Maintenance: Y:\ 1 Customer \_ svc/cust\_svc.mdb  
Disposition: Archive  
Retention: 3 years

8. APPENDICES.

Customer Satisfaction Letter (MCA-QP8210-FM1) - Appendix A

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**APPENDIX A**

**UNITED STATES MARINE CORPS**  
**Marine Corps Logistics Base**  
**Maintenance Center**  
**ATTN: Program Management (Code 884)**  
**814 Radford Blvd., Suite 20325**  
**Albany, Georgia 31704-0325**

**CUSTOMER SATISFACTION SURVEY**

**From: Commander, Maintenance Center Albany, Ga.**  
**TO: Our Valued Customers:**

We value you, our customer, and your satisfaction, which defines our purpose and goals. We strive to produce the highest quality product possible within the standards allowed. Our goal is complete customer satisfaction with the product we work for you. To help us assess and improve the quality of the products we provide, we ask for your suggestions, comments, or complaints.

Tell us how we did: Type of Equipment: \_\_\_\_\_ Date: \_\_\_\_\_

	Excellent	Good	Poor
Overall quality of equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication with Maintenance Center?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/Suggestions: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please complete this survey and return by email to Commander Maintenance Center Albany**

**We thank you for taking the time to respond to our survey.**

<b>Customer Service Office use only:</b> <b>Program Management Team Leader: _____</b> <b>Date: _____</b>
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“An ISO 9001 Qualified Business”

MCA-QP8210-FM1  
 Rev B (01/29/2003)