Purpose

The purpose of this Guide is to document the Radiation Physics Division (RPD) protocol for the handling of customer comments.

Scope

This Guide covers comments for the services described in the RPD-QM-II only. Comments directed to other services (*e.g.*, special measurements) are recommended to be handled in a similar manner.

Definitions

Customer feedback (from NIST QMI)
comments from a customer or client, internal or external to NIST, directly (first party) or indirectly (second party; e.g., communication at a trade show or given to another NIST staff member) to measurement service personnel. The comments may be positive or negative or may provide information such as expected future needs or suggestions for improvements. Negative ***customer feedback*** typically qualifies as a Quality Management System concern.

Comment – A coherent written statement that states an opinion, offers suggestions or a statement regarding a technical aspect of an RPD service covered by the RPD Quality Management System. The statement should point to a potential change or improvement in some technical aspect of the service with the intent that it not be binding to the current operation.

Equipment

N/A

Health & Safety Precautions

N/A

Protocol

Receipt of comment

1. The RPD staff member who receives the customer feedback/concern, whether written, electronic, or oral, is responsible for delivering the feedback in written form to the Quality Manager in a timely fashion. The exception is if the comment is generated through the online NIST Calibration Services PML Calibration Customer Survey or the SRM online survey. In this case, the results of the survey are distributed according to the QM-I, on a quarterly basis, and no further action is required unless the associated technical staff desires to process an additional comment form.

2. If received orally, the recipient shall consult with the customer to either obtain a written version directly from the customer (preferred) or verify the accuracy of the recipient's interpretation of the feedback.

3. If, in the opinion of the Quality Manager, the customer feedback/concern is not interpreted as a complaint (RPD-G-04) or a comment, the filing and retention of the feedback is at the discretion of those involved.

4. If, in the opinion of the Quality Manager, the customer feedback/concern is interpreted as a complaint (RPD-G-04), the Quality Manager may request that the feedback be addressed according to the protocol in RPD-G-04. The opinions of the Division Chief, Group Leader, or calibration staff may be solicited as needed to reach a consensus. Additional clarifications from the customer may be required.

5. The Customer Comment Form (Appendix RPD-G-13. A) shall be attached to the comment. Additional statements from the Quality Manager or calibration staff may be included but are not required.

Review and distribution of Comment

1. The comment is distributed by the Quality Manager to the Division Chief, relevant Group Leader, and calibration staff as appropriate.

2. The Customer Comment Form and the original comment are filed by the Quality Manager.

Acceptance Criteria

N/A

References

N/A

Records

Customer Comment Form

Filing and Retention

The Quality Manager shall place the original comment and the Customer Comment Form in the Division comment file. These documents shall be retained indefinitely.

Appendix RPD-G-13. A

CUSTOMER COMMENT FORM

COMMENT:

CUSTOMER _____

CUSTOMER ADDRESS _____

CUSTOMER CONTACT _____

CONTACT INFORMATION (PHONE OR E-MAIL) _____

COMMENT RECEIVED BY _____ DATE _____

ADDITIONAL NOTES:

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QUALITY MANAGER COMMENT/NOTE:

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Approved by: _____ (QS Manager) Date: _____