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	Revision Level: 12	Approved By: <i>Manager, Certification Unit</i>	Last Revised: 2021-July-6

## 1. Purpose

This procedure describes the processes for enhancing, monitoring, measuring and resolving customer related issues within the National Certification Body of Jamaica (NCBJ).

## 2. Scope

The scope applies to all processes related within the NCBJ that involves direct and indirect activities with the client.

## 3. Responsibility

All NCBJ staff members, auditors, technical experts, relevant stakeholders or authorized personnel conducting business on behalf of the NCBJ shall comply with this procedure.

The Manager Certification or his/her designate is responsible the approval and overall implementation of this procedure.

The Assistant Operations Officer (AOO) is responsible for carrying out the monitoring and administrative responsibilities of this procedure.

## 4. Definitions

**Appeal:** A request by a client of the NCBJ for further consideration(s) or change in decision(s) of the NCBJ on any issue concerning certification.

**Appellant:** The client of the NCBJ making an appeal against a decision of the NCBJ.

**Customer satisfaction:** *Customer's* perception of the degree to which the customer's expectations have been fulfilled.

*Note 1 to entry: It can be that the customer's expectation is not known to the organization or even to the customer in question until the product or service is delivered. It can be necessary for achieving high customer satisfaction to fulfil an expectation of a customer even if it is neither stated nor generally implied or obligatory.*

*Note 2 to entry: Complaints are a common indicator of low customer satisfaction but their absence does not necessarily imply high customer satisfaction.*

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*Note 3 to entry: Even when customer requirements have been agreed with the customer and fulfilled, this does not necessarily ensure high customer satisfaction.*

**Complaint:** Any expression of dissatisfaction made to an organization related to its products or services or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected. A Complaint can also mean any expression of dissatisfaction made against its clients.

**Complainant:** A person, organization or their representative, making a complaint.

**Customer:** person or organization that could or does receive a product or a service that is intended for or required by this person or organization, for example, consumer, client, end-user, or any receiver of product or service from an internal *process*. A customer can be internal or external to the organization.

**Customer Service:** interaction of the organization with the customer throughout the life cycle of a product or a service.

**Feedback:** refers to opinions, comments and expressions of interest in a product a service or a complaints-handling process:

- complaints relating to activities of the NCBJ
- complaint relating to companies certified by NCBJ

**Interested party & stakeholder:** person or organization that can affect, be affected by or perceive itself to be affected by a decision or activity

**Publication:** Specifying status of certified client on the certified client list.

**Queries:** Any question related to especially one expressing doubt or requesting information

## 5. Procedure

### 5.1 Customer Satisfaction

5.1.1 Customer satisfaction is measured by questionnaires and surveys conducted from time to time by the NCBJ. All mechanisms for feedback are monitored and analyzed to ascertain customer satisfaction; and also to implement continual improvement strategies.



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- 5.1.2 Any customer service problems or improvement suggestions can be received by any member of staff, external auditor, client or relevant stakeholder. A record of correspondence related to significant feedback must be maintained using the most appropriate means.
- 5.1.3 Records and data regarding customer satisfaction will be subjected to review and assessment at each management review and associated records must be kept for a minimum of three years.
- 5.1.4 The Client Customer Satisfaction: Post Audit Form and the Auditor Team Evaluation Form are sent either electronically or manually usually within 24 hours after an audit.
- 5.1.5 The AOO or designate is responsible to make follow up courtesy calls after each audit is conducted by the NCBJ. The feedback must be documented on the relevant Customer Satisfaction: Post Audit Survey Form
- 5.1.6 The Audit Team Evaluation Form is used to measure and monitor both customer service skills and competencies of the NCBJ's audit team. After analyzing the data, the auditor team member (s) who score less than five (5) shall be reviewed. The NCBJ shall seek clarification from the client and if necessary, the Team Leader, Certification Programmes, will take appropriate Corrective actions.
- 5.1.7 The Customer Satisfaction: Post Audit Survey Form is used to measure customer service delivered to clients during the planning phase of an audit. The completed Customer Satisfaction: Post Audit Survey Form is analyzed after each audit. Processes with the NCBJ receiving less than three (3) shall be reviewed and corrective actions taken (after seeking clarification from the client) by the Team Leader, Certification Programmes.
- 5.1.8 The Customer Satisfaction Survey (General) Form is sent to the customer i.e. interested party, stakeholder or potential customer by the NCBJ When necessary.

## 5.2 Customer Queries

- 5.2.1 All NCBJ employees accept and actions enquiries from client or if necessary disseminate to relevant member of staff for completion.

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Customer enquiry is usually documented on “The Information Request Form” or any other relevant means used by the unit. However, the data must be able to be documented, tracked, monitored and measured for compliance to this procedure.

**5.2.2** The customer will be advised and furnished with all relevant information required.

**5.2.3** All customer queries are usually acknowledged within two (2) working days and must be closed out within seven (7) working days where possible.

### **5.3 Customer Complaint:**

**5.3.1** The NCBJ is responsible for all decision at all levels of the complaints handling process. Submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant.

**5.3.2** Customer complaints (verbal, written, electronic) are processed by the AOO or designate.

**5.3.3** AOO or designate indicates date and time of receipt of complaint (verbal, written or electronic) on Customer Complaint/Appeal Form (CCF)

**5.3.4** The AOO or designate shall determine the nature/relevance of:

- complaints relating to activities of the NCBJ
- complaint relating to companies certified by NCBJ

The nature/relevance shall be recorded on CCF.

**5.3.5** Acknowledgement of receipt of complaint will be executed within a time frame not exceeding 48 hours (this will be dispatched in writing).

**5.3.6** Letter of acknowledgement will be sent to the complainant and the appropriate actions (if any) that will be taken within seven (7) working days.

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**Actions to be taken by the NCBJ depends on the subject of the complaint**

**5.4 Complaints relating to activities of the NCBJ**

- 5.4.1** The NCBJ shall assign an Investigation Team of officers who will investigate and validate the activities as it relates to the complaint.
- 5.4.2** The Outcome of 5.4.1 shall be reviewed by the Manager or designate. His/her decision along with the outcome shall be documented on the CCF.
- 5.4.3** Findings are to be communicated manually or electronically to the complainant and ensure that any appropriate correction and corrective actions are taken.
- 5.4.4** Turn-around time for resolution of complaint shall be no more than thirty (30) working days.
- 5.4.5** A copy of the customer complaint report (containing nature, findings and actions taken) shall be prepared by leader of the Investigation Team and forwarded to the Manager of the NCBJ (who will ensure that it is passed on to the complainant.).

**5.5 Complaints relating to companies certified by NCBJ**

- 5.5.1** The NCBJ shall notify its certified clients of the complaint in writing, outlining the nature of the complaint and the course of action that it intends to take to resolve the matter.
- 5.5.2** The NCBJ shall select a team of auditors (not involved in the previous audit) to either:
  - 5.5.3** Conduct a short notice audit focusing on the complainant's area of concern, or Investigate the complaint at the next surveillance audit
  - 5.5.4** Auditors report shall be submitted to the NCBJ no more than seven (7) working days after completion of the audit.
  - 5.5.5** The NCBJ shall ensure that any appropriate correction and corrective actions taken.
  - 5.5.6** The results of the review shall be communicated to the Manager or designate who will ensure that it is passed on to the complainant and the certified company.



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- 5.5.7 The NCBJ shall determine if there is an agreement between the certified client and the complainant on publicizing the resolution of the complaint.
- 5.5.8 Where there are divergent views between client and complainant the resolution of the complaint will not be publicized.
- 5.5.9 The conclusion of the customer complaints process shall be communicated (manually or electronically) by the Manager to the complainant.
- 5.5.10 The customer complaints process and subsequent actions taken are to be documented on the Customer Complaints Form.
- 5.5.11 If the complainant does not accept the decision(s) communicated, then the appeals procedure shall be followed.

## 5.6 Appeals Policy

Clients may appeal any decision by the NCBJ not to award, withdraw/ revoke or suspend certification. Complaints will only be accepted from those entities in a contractual relationship or in good standing with the NCBJ, or those with an interest in the certifications issued by the NCBJ, and are limited to the certification programme requirements, except under extenuating circumstances (e.g., report of a client using the certification in an unauthorized manner.) Where such disputes may arise, the dispute will be resolved in accordance with the laws of Jamaica. It is the responsibility of NCBJ to inform its clients of the complaints, appeals and disputes handling process before and after the conduct of any activity relating to its certification process and also to make all related resources accessible and available.

NCBJ is responsible for all decisions at all levels of the appeals-handling process.

NCBJ is responsible for gathering and verifying all necessary information to validate the appeal.

- 5.6.1 On receipt of the notification of intention to file an appeal, the Manager shall instruct the Appellant to submit a written appeal and comprehensive report to the Appeals Committee for assessment, and issue a copy to the NCBJ.
- 5.6.2 NCBJ acknowledges receipt of the appeal and provides the Appellant with progress reports and the result of the appeal.

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- 5.6.3** The Manager or designate of the NCBJ shall attach the Appellant's report to the organization's file.
- 5.6.4** The NCBJ establishes an Appeals Committee (an independent body). The Appeals Committee will be convened and appointed only when required to deal with a specific appeal. The membership will comprise at minimum three (3) individuals who are completely independent of the matter under appeal and who collectively have the necessary technical expertise, management system competence, legal knowledge and knowledge of the Management System to competently arrive at a decision on the matter under appeal.
- 5.6.5** Upon receipt of an invitation from the Executive Committee, the NCBJ Manager or designate shall present an oral and written presentation, on behalf of the NCBJ. This shall be done in the presence of the Appellant, and any other parties relevant to the case as agreed by the committee. The Appellant will also be afforded the opportunity to make an oral presentation.
- 5.6.6** The Appeals Committee will review and make decision.
- 5.6.7** A formal notice is given to the Appellant of the end of the appeals handling process.
- 5.6.8** The NCBJ Manager or designate shall secure any related documents which may include but not limited to:
- 1) A copy of the Appeals Committee's ruling on the case.
  - 2) Any additional presentations made by the appellant and any other relevant party.
  - 3) The Appellant's signed statement of the acceptance regarding the ruling.
  - 4) The NCBJ Manager must retain a complete record of the receipt, investigation, processing and outcome of each appeal, including the report and decision, on NCBJ's Complaints and Appeals file.
- 5.6.9** The NCBJ Manager shall review the outcome of each appeal to identify any improvements or modification that may be appropriate to implement in the Quality System of NCBJ Certification. Complaints shall be followed



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up in Management Review Meetings and the next sitting of the Impartiality committee.

**5.6.10** The Manager or designate shall perform checks to verify compliance with the ruling, document the findings and place on the relevant file. If the Appellant does not agree with the ruling given by the appeals committee, the complainant can opt to take the concern to the granting Accreditation Body. A negative outcome against the NCBJ resulting from such an appeal shall lead to sanctions being applied by the NCBJ's accreditation body in accordance with IAF MD7.

**Note 1:** Any team or individual involved in the resolution of complaints or appeals shall not:

a) be persons named in the subject of the said complaint or appeal.

b) be persons who have executed the audit or had made the decision for granting or rejecting certification.

**Note 2:** The Appeals Committee shall be comprised of members from the Impartiality Committee or personnel who the Impartiality Committee considers competent to review the appeal.

## 6 Documents and References

- 6.1 Accreditation Rule 13- Complaints about Certification Bodies and Certified Organization.
- 6.2 IAF MD 7- Harmonization of Sanctions to be applied to Conformity Assessment Bodies.
- 6.3 ISO/IEC 17021-1 – Conformity assessment- Requirements for bodies providing audit and certification of management system.

## 7 Records

<b>Record</b>	<b>Location</b>
7.1 Customer Complaints and Appeals Form	Hardcopy
7.2 Customer Satisfaction: Post Audit Survey Form	Hardcopy
7.3 Audit Team Evaluation Form	Hardcopy
7.4 Information Request Form	Hardcopy