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QMS PROCEDURES
Feedback Management

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Document No. **NLP-008**	Title:	**Quality Management System Procedures** **Feedback Management**		
Revision No.	Description of Changes	Approved by:		Effectivity Date
4	Inclusion of computation of percentage for customer satisfaction rating	Director IV Cesar Gilbert Q. Adriano		21 July 2021
3	Inclusion of electronic feedback form in the NLP-008 for the offsite customers	Director IV Cesar Gilbert Q. Adriano		15 June 2020
2	Revision of process	Director IV Cesar Gilbert Q. Adriano		20 Mar 2020
1	Rename Title of the Procedure, clarification on assignment of responsibilities in collecting, tallying and data analysis	Director IV Cesar Gilbert Q. Adriano		03 October 2018
0	Original Release	Director IV Cesar Gilbert Q. Adriano		01 December 2017

1.0. Purpose

This documented information serves as a tool for managing customers' feedback as to their level of satisfaction with how their requirements and expectations are met.

2.0. Scope

This procedure applies to all the products and services of the NLP and shall be used in the evaluation and monitoring of the performance of NLP's products and services in terms of meeting the customer requirements and expectations.

3.0. Definition of Terms

Feedback

Information that customers provide regarding their concerns, compliments, or complaints regarding products and/or services.

Feedback Form

Document used to measure the level of satisfaction of customers with the NLP's products and services. The form is available in electronic and printed formats.

Feedback Report

Document containing the analysis of consolidated data contained in the feedback forms.

Feedback Summary

Document containing a tally of the details contained in the feedback forms.

Percentage

Refers to the number of affirmative (negative) responses as against the total responses obtained through the feedback forms. Percentage is determined by dividing the number of affirmative (or negative) responses by the number of total responses and multiplying its result by 100.

Internal customers

Refers to clients within the agency (primarily the agency's personnel)

External customers

Refers to relevant interested persons as defined in NLP QM Annexes-Annex 3.

4.0 Responsibility and Authority

4.1. Concerned Division:

4.1.1 Determines, implements, and monitors the actions to be implemented to address complaints and negative feedback.

4.1.2 Identifies the resources needed associated with the actions necessary to address the complaints and negative feedback.

4.1.3 Reviews the division's target on customer satisfaction.

4.2. Top Management:

4.2.1. Approves actions and resources necessary to address complaints and negative feedback.

4.2.2. Ensures that exemplary actions are given commendations/rewards as determined by the agency's rewards and incentives mechanism.

4.3. Customer Satisfaction Management Team (CSMT):

4.3.1. Implements the feedback management system.

4.3.2. Collects and analyze feedback forms

4.3.3. Prepares feedback report and feedback summary

4.3.4. Presents report on feedback summary and analysis during the Management Review Meetings.

5.0. Procedure

5.1. The NLP uses an online feedback form to measure the level of customer satisfaction with all the products and services of the agency. This online feedback form shall be used across all NLP Divisions for both internal and external customers. See Annex A. for the links.

5.2. All divisions shall administer the online feedback form to the relevant interested parties. On-site and off-site customers shall be given a feedback link to fill out the electronic feedback form.

5.3. At the start of each week, the designated members of the CSMT shall tally the filled out electronic feedback forms of the previous week and shall prepare a feedback summary to be distributed to each division for their information/appropriate action , copy furnished CSMT members.

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5.4. CSMT shall consolidate and analyze the data collected every quarter per Section/Division, as to the level of satisfaction/dissatisfaction of customers using the following scale:

Very satisfied

Satisfied

Neutral

Dissatisfied

Very dissatisfied

5.4.1. Satisfaction Rating of each division are computed following these procedures:

5.4.1.1 Compute the percentage per service dimension by dividing the total number of feedback received to the total number of feedback collected.

5.4.1.2. Combine the percentage in the Very Satisfied and Satisfied scale in each service dimension.

5.4.1.3. Then get the average of the computed percentages in the service dimension.

5.5. The CSMT shall process feedback data received through various means and classify them as positive feedback, commendation, complaints or negative feedback.

5.5.1. All complaints (including those formally logged by the customer thru the feedback forms, the 8888 Citizens' Complaint Center, the agency's social media accounts, through the agency's email address and other correspondence) shall be logged and classified as to whether the complaint is valid or not following the definition listed in Section 5.6.3 of this procedure.

5.5.2. Complaints received through means other than the feedback forms (such as through emails to the concerned division's email address, comments in social media pages, and verbal comments through the telephone) should be forwarded to the CSMT with the necessary documentation (i.e. print outs of emails and comments on social media pages, written narrative of verbal complaints including details of complainant) to ensure that all potential issues are identified and captured. Information on

these feedbacks should be included in the Feedback Report generated by the CSMT.

5.5.3. A valid complaint for action shall contain complete details of the customer filing the complaint, including their name, contact details and signatures. For valid complaints, the CSMT shall issue a Corrective Action Report (CAR) to the relevant Division Chief within 3 days after its receipt.

5.5.4. The concerned Division Chief will review and confirm the Non Conformity per the issued CAR. If the issue is confirmed, the NLP-007 Corrective Action Procedure shall continue. If it is determined that the NC did not occur, this can be noted, and the CAR closed without further action.

5.5.5. The IQA Team shall then document details of the CAR and the relevant Division Chief shall conduct a root cause analysis, utilizing other personnel and resources, as necessary.

5.5.6. The relevant Division Chief will then oversee the correction of the nonconforming product/service. All such actions shall be documented on the CAR Form.

5.5.7. Issues or negative comments that do not meet the requirements of a valid complaint shall also be recorded by the CSMT. In instances where a trend in negative issues and comments is observed (for instance, a division receives 5 very dissatisfied ratings in one month or 5 negative comments on a specific facility or service), the CSMT shall capture and consolidate the information and issue a CAR to the division concerned. The CMT shall also include these observations in the Feedback Report.

5.5.8. Positive feedback and commendations received shall be tallied and forwarded to the Human Resources Management Section for processing subject to the guidelines of the Program on Awards and Incentives for Service Excellence *(*PRAISE) guidelines.

6.0. References

6.1. Feedback Form
6.2. Feedback Summary
6.3. Feedback Report
6.4. NLP Quality Manual
6.5. NLP Control of Non-Conformity Procedure
6.6. NLP Corrective Action Procedure
6.7. PRAISE

7.3. APPROVAL

Revised by :

Mureña

MARICEL M. UREÑA
Librarian IV , RPD
Team Leader ,
Customer Satisfaction Management Team
NLP QMS Champion

Reviewed by :

EDGARDO B. QUIROS
Director III
QMS Leader
NLP QMS Champions

FLORDELIZA T. QUINONES
Librarian IV. Reference Division
Deputy QMS Leader
NLP QMS Champion

FE B. BASAGRE
Chief, Finance and Administrative Division
Deputy QMS Leader
NLP QMS Champions

JENNIFER B. DIMASACA
Librarian IV, BSD
Team Leader ,
Training and Advocacy Team
NLP QMS Champion

MARICEL M. UREÑA
Librarian IV , RPD
Team Leader ,
Customer Satisfaction Management Team
NLP QMS Champion

MICHELLE A. FLOR
Copyright Examiner
Team Leader, Internal Quality Audit
Team
NLP QMS Champions

MAUREEN TERRENAL
Administrative Officer IV, OIC HRMS
Team Leader, Knowledge Management Team
NLP QMS Champions

JIMMY L. CALIG
Administrative Assistant III
Team Leader, Quality Workplace
Team
NLP QMS Champions

Approved by:

EDGARDO B. QUIROS
Director III

CESAR GILBERT Q. ADRIANO
Director IV