


Management System Requirements - Procedures

					
Prepared By:	Simon Young	Copy No.:	1		
Title:	Technical Publications Manager				
Reviewed by:	Chris Dalby	Authorised by:	Malcolm Coates		
Title:	HSQE Advisor	Title:	HSQE Manager		
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QMS Procedure

5.1.2. Customer Focus

Top management demonstrate leadership and commitment with respect to customer focus.

This is demonstrated in the manner in which we treat our customers and strive to enhance customer satisfaction through complying with customer statutory and regulatory requirements.

1. Customer Focus & Responsibilities

Top management will take ownership of customer care ensuring that satisfaction is met at all levels.

2. Risks & Opportunities

The risks & opportunities that can affect the conformity of our products & services are identified in document JEH-Q1-005 Leadership & Commitment spreadsheet.

3. Enhancing Customer Satisfaction

Customer satisfaction will be gauged on client feedback usually sent to location managers.

All feedback is reviewed to ensure that satisfaction is maintained or exceeded.

4. Review

Management review for effectiveness and continuous improvement of the quality system and customer realisation shall be carried out, and minuted, on a planned systematic basis.

5. Corrective and Preventive Action

Development, corrective and preventive action shall be implemented in accordance with recommendations arising from management review of the quality system and customer product.

6. System Documentation

The operating compliance, safe keeping and ready access to controlled quality system documentation and product / service work instruction shall be the responsibility of associated departmental supervisors and or approved holders.