



**The Inspection Technology and  
Quality Assurance National Institute**

# **CLIENT SATISFACTION PROCEDURE**

## **ITQAN-MP-16**

**According to the ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018**

**ITQAN Institute**



## CLIENT SATISFACTION PROCEDURE

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Responsible	

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## CLIENT SATISFACTION PROCEDURE

### 1. PURPOSE:

The purpose of this procedure is to establish a framework for consistently monitoring and enhancing clients' satisfaction while maintaining a strong commitment to Quality, Health, Safety, and Environment (QHSE) standards at ITQAN Institute.

### 2. SCOPE:

This procedure applies to all departments and personnel involved in client interactions at ITQAN Institute, including but not limited to the Top Management, Quality Manager, Clients and Trainees Relation Officer, and Training Operation Officer.

### 3. RESPONSIBILITIES:

- **Top Management:** The Top Management plays a crucial role in setting the tone for client satisfaction and QHSE compliance. They are responsible for endorsing and promoting the procedure throughout the institute. They ensure that necessary resources are allocated for its implementation and provide support to the Quality Manager.
- **Quality Manager:** The Quality Manager oversees the implementation of the procedure. They collaborate with the Clients and Trainees Relation Officer and the Training Operation Officer to monitor client satisfaction metrics, analyze feedback, and coordinate improvement initiatives.
- **Clients and Trainees Relation Officer:** This role is responsible for maintaining a strong relationship with clients and trainees. They are the primary point of contact for clients and trainees and ensure their needs and expectations are understood and met. They collect feedback, conduct surveys, and address any concerns or inquiries promptly.
- **Training Operation Officer:** The Training Operation Officer is responsible for the operational aspects of training delivery. They collaborate with ITQAN Top Management to ensure that the training experience aligns with clients' expectations. They are also involved in implementing improvement actions related to training operations.

### 4. PROCEDURE:

#### 4.1. Identification of Client Needs and Expectations:

The Clients and Trainees Relation Officer collaborates closely with the Training Operation Officer to gather comprehensive information about clients' needs and expectations. This includes understanding the specific training requirements, preferred training formats, and any special requests.

#### 4.2. Collection of Client Feedback:

The Clients and Trainees Relation Officer regularly collects feedback from clients and trainees through surveys, feedback forms, and direct communication. Feedback is categorized and documented for analysis.

#### **4.3. Analysis of Feedback:**

The Quality Manager, in collaboration with the Clients and Trainees Relation Officer and the Training Operation Officer, analyzes the collected feedback. They identify patterns, trends, and potential areas of improvement, while also recognizing positive aspects that should be sustained.

#### **4.4. Metrics and Measurements:**

Key performance indicators related to client satisfaction and QHSE standards are established collaboratively among the Quality Manager, the Clients and Trainees Relation Officer, and the Training Operation Officer. Metrics might include training completion rates, client satisfaction scores, and adherence to safety protocols during training.

#### **4.5. Action Plans:**

Based on the feedback analysis and performance metrics, the Quality Manager, with input from the Clients and Trainees Relation Officer and the Training Operation Officer, develops action plans to address areas that require enhancement. These plans outline specific tasks, responsible individuals, deadlines, and required resources.

#### **4.6. Implementation of Improvement Actions:**

The Training Operation Officer takes the lead in implementing the improvement actions related to training operations, while the Clients and Trainees Relation Officer focuses on actions that directly impact client satisfaction. Regular communication between these roles ensures seamless execution.

#### **4.7. Continuous Monitoring:**

The Quality Manager, in coordination with the Clients and Trainees Relation Officer and the Training Operation Officer, continuously monitors the progress of improvement actions. They track the impact of these actions on client satisfaction and QHSE performance.

#### **4.8. Review and Reporting:**

Regular reviews are conducted by the Quality Manager, who presents findings and recommendations to the Top Management. Reports summarize the outcomes of improvement actions, trends, and achievements related to client satisfaction and QHSE.

#### **4.9. Training and Awareness:**

Training sessions are organized for employees involved in client interactions and training operations. These sessions emphasize the importance of client satisfaction and QHSE principles. The Clients and Trainees Relation Officer and the Training Operation Officer actively participate in promoting this awareness.

#### **4.10. Document Control:**

Documentation related to client feedback, improvement plans, and performance metrics is maintained by the Quality Manager. This documentation is accessible for internal audits and management reviews.

## 5. REVISION HISTORY:

Keep track of revisions made to this procedure and the reason for each revision. Ensure that the procedure remains aligned with the institute's goals and QHSE standards.

## 6. REFERENCES:

ITQAN Survey Manual is a reference for collecting client feedback and improving satisfaction.

## 7. APPROVAL:

Top management should approve the procedure and any subsequent revisions followed by the final endorsement by ITQAN Managing Director (MD).

## 8. ASSOCIATED DOCUMENTS:

Maintain a record of all clients & trainees' feedback, improvement actions, and associated documentation. This documentation should be available for internal audits and management reviews.

- Trainee Satisfaction Survey for Academic & Job Skill Year [\(ITQAN/MR/25\)](#)
- Sponsor Satisfaction Survey [\(ITQAN/MR/26\)](#).
- Satisfaction Survey Corrective Action Plan [\(ITQAN/MR/27\)](#).