

KENYA PLANT HEALTH INSPECTORATE SERVICE Quarantine and Plant Health Laboratory-Muguga		 Page 1 of 5
TITLE AND ID.	SOP FOR CUSTOMER FEEDBACK –SOP-GE/14	
DEPARTMENT	Quality Management Unit	
EFFECTIVE DATE	2nd February 2023	Version Number: 2

Approval and authorizations.

Completion of the below signature blocks signifies the review and approval of this document.

Name	Job title/role	Signature	Date
Authored by	Deputy Quality Manager	<i>Approved</i>	2nd February 2023
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Periodic reviews, approvals and authorizations

Required by: **1st March 2024**

Name	Job title/role	Signature	Date
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Periodic reviews, approvals and authorizations

Required by: **1st March 2027**

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1.0. Purpose

The purpose of this SOP is to provide guidance in handling and analysis of complaints, positive and negative feedback from customers, in order to improve the management system and customer service.

2.0. Scope

This procedure shall be applied in receipt, investigation and corrective actions taken by the Quarantine Plant Health Laboratory. It also covers acquisition and analysis of customer feedback.

3.0. References

- 3.1. KEPHIS Quarantine Plant Health Laboratory Manual
- 3.2. ISO/IEC 17025:2017 standard
- 3.3. Standard Operating procedures (SOPs)

4.0. Definitions

- 4.1. SOP- Standard Operating Procedures
- 4.2. ISO/IEC- International Organization for Standardization

5.0. Responsibilities

Quality Manager

- 5.1.1 Is responsible for investigating and identifying the root cause associated with received complaints and instituting corrective action.
- 5.1.2 Seek and analyze feedback, both positive and negative, from customers.

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6.0. Procedure-complaints handling

- 6.1 The laboratory will implement the use of Customer Complaints forms QMS/CSS 03 to document all complaints received at the laboratory.
- 6.2 The form is received and documented by the Quality Manager. Acknowledgement of the complaint shall be done within 24hours of receipt of the complaint.
- 6.3 The Quality Manager shall then institute investigations to verify and validate the complaint. If there is sufficient evidence to warrant a corrective action, the Corrective action procedure shall be invoked. A feed back to the customer shall be given on the outcome upon review and approval by the quality manager.
- 6.4 The quality manager shall also institute preventive action procedure to ensure the problem does not recur in future.
- 6.5 Where applicable the results of the corrective action is communicated to the complainant giving formal notice of end of the complaint.
- 6.6 The quality manager shall acquire feedback from customers through customer satisfaction forms (QMS/CSS 01 and as per SOP/KEPHIS/QMS/07 Customer satisfaction assessment).

7.0. Records

- 7.1. Customer Complaints form(QMS/CSS 03)
- 7.2. Corrective action Reports
- 7.3 Customer satisfaction forms (QMS/CSS 01)

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8.0 Revision list

Current Version number	Superseded version number	Revision summary	Reviewers name
01	00	New based on ISO17025:2017	S Gachamba
02	01	Review for typos	S. Gachamba