



Boston Government Services LLC

CUSTOMER SATISFACTION ASSESSMENTS

BGS-MG-01

Revision 0

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Revision History

Rev. #	Date	By	Type ¹	Changes
0	2/9/2016	R. Lambert	N	Initial issue of BGS-MG-01, R0. For historical revision history see BGS-QA-13, R2. Updated to latest style template. Updated procedure references. Updated forms. Procedure has been revised to address CAR-15-17 corrective action #4.

¹ M = major change, mc = minor change, N = new

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1. PURPOSE

The purpose of this procedure is to establish the responsibilities and processes for documenting Customer Satisfaction Assessments (CSA) of Boston Government Services, LLC (BGS) performance.

2. SCOPE

This procedure applies to all BGS contracts/programs/projects.

3. REFERENCES

- 3.1. BGS-MG-02, *Continuous Improvement* (formerly BGS-QA-14)
- 3.2. BGS-MG-03, *Management Assessments* (formerly BGS-QA-19)
- 3.3. BGS-QA-15, *Nonconformances*
- 3.4. BGS-QA-16, *Corrective Action*
- 3.5. BGS-RM-01, *Quality Assurance Records* (formerly BGS-QA-17)
- 3.6. International Organization for Standardization, ISO 9001:2008, *Quality Management System*

4. DISCUSSIONS AND OVERVIEW

- 4.1. The CSA is part of the BGS overall QA Program Continuous Improvement Program. The CSA provides valuable feedback to BGS.

5. DEFINITIONS AND ACRONYMS

BGS	Boston Government Services, LLC
Customer Satisfaction Assessment (CSA)	An evaluation by a customer of BGS' performance on a contract, or any portion of a contract (e.g., a project, task order, delivery order, work release, or other name for a scope of work).
CAR	Corrective Action Report
CPARS	Contractor Performance Assessment Reporting System
CSA	Customer Satisfaction Assessments

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DOE	Department of Energy
LL	Lesson Learned
NCR	Nonconformance Report
Project Manager (PM)	A person assigned to manage resources and activities to deliver products or services and is responsible for project performance (cost, schedule, and delivery of quality products).
Preventive Action	Action taken to eliminate a potential nonconformance, dissatisfaction, or other undesirable condition in order to prevent an occurrence.
QA	Quality Assurance
Responsible Manager (RM)	The manager responsible for performing the Customer Satisfaction Assessment.

6. RESPONSIBILITIES

6.1. The BGS President is responsible for the following:

- 6.1.1. Providing necessary resources for conducting CSAs.
- 6.1.2. Identifying the responsible manager to perform CSAs.

6.2. The QA Manager is responsible for the following:

- 6.2.1. Providing oversight of the CSA Process.
- 6.2.2. Conducting CSAs, when requested by the BGS President.
- 6.2.3. Supporting identification of Lessons Learned (LL) that can be captured into the BGS Continuous Improvement process.
- 6.2.4. Supporting identification of issues requiring issuance of corrective action report (CAR) or a Nonconformance Report (NCR) when necessary.

6.3. Project Managers (PM) are responsible for the following:

- 6.3.1. Overall responsibility for identification and performance of CSAs.
- 6.3.2. Coordinating with the QA Manager and BGS Senior Management to identify

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which contracts require CSAs.

6.3.3. Reporting of scheduled CSAs to the QA Manager for inclusion in the overall assessment schedule.

6.3.4. Evaluating CSAs to determine if a LL, CAR, or NCR need to be initiated.

6.4. The Responsible Manager (RM) is responsible for the following:

6.4.1. Conducting CSAs as assigned.

6.4.2. Assuring CSAs are documented, copies are distributed, and the original is submitted to Record Management.

6.4.3. Initiating CARs and NCRs when necessary.

6.4.4. Providing customer feedback, including customer complaint resolution, after completion of the CSA.

7. PROCEDURE

7.1. Scheduling Customer Satisfaction Assessments

7.1.1. During the kick-off or initial work phase of a project, the PM, in coordination with the QA Manager and Senior Management, identify the need to perform CSAs.

7.1.2. The PM prepares, schedules, and submits a list of planned CSAs to the QA Manager.

7.1.3. The following guidelines are to be used by the PM to identify and schedule CSAs.

a) Projects lasting three (3) months or less typically have CSAs performed after submittal of the deliverable(s).

b) Projects lasting six (6) months or longer typically have CSAs performed during the course of the project not to exceed one (1) year after inception and at routine intervals specific to the project.

7.1.4. The QA Manager includes the scheduled CSA into the Overall Assessment Schedule as detailed in BGS-MG-03, *Management Assessments*.

7.2. Conducting Customer Satisfaction Assessments

7.2.1. CSAs are conducted using form BGS-MGF-01.1, *Customer Satisfaction Assessment*, and one or more of the following methods, as appropriate:

a) In-person interviews with the customer's representative(s) having the authority and knowledge to evaluate BGS' performance. This is the preferred method when the customer has communicated dissatisfaction with the

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product produced by BGS.

- b) Telephone interviews with the customer's representative(s) having the authority and knowledge to evaluate BGS' performance. This method is typically used when logistics, such as location, does not allow for in-person interviews.

7.2.2. The form BGS-MGF-01.1 is provided to the customer for completion at the customer's convenience within the allotted time period. The form BGS-MGF-01.1 can be provided via Facsimile, e-mail, or standard mail.

7.2.3. Department of Energy (DOE) customers can elect to utilize the DOE Contractor Performance Assessment Reporting System (CPARS). The CPARS assesses a contractor's performance and provides a record on a given contract or project during a specified period of time. The RM coordinates with DOE customers to determine which method they prefer to utilize. If DOE customers utilize the CPARS process the RM obtains a copy of the final report and attaches it to BGS form MGF-01.1. The form shall be processed as detailed in section 7.3 below.

7.2.4. At the Customer's discretion, the Customer's Representative or the RM, if necessary, completes the form BGS-MGF-01.1, as outlined in Attachment A, and returns the completed form BGS-MGF-01.1 to the RM.

7.2.5. The RM verifies that the form BGS-MGF-01.1 has been be completed in its entirety.

7.3. Processing and Reporting

7.3.1. The RM reviews and signs the completed form BGS-MGF-01.1 and forwards a copy to the BGS President, PM, and QA Manager.

7.3.2. The QA Manager assigns a tracking number and updates the Overall Assessment Schedule.

7.3.3. The PM/RM, along with the QA Manager, BGS President, and Senior Management, as appropriate, review the completed CSA to determine if further investigation is warranted.

NOTE: BGS considers an individual rating of five (5) to ten (10) as the acceptable range. An individual rating of below five (5) may prompt additional management inquiry. An overall rating below five (5) may prompt additional Senior Management and Quality Assurance investigation. The QA investigation may consider issuance of LLs, NCRs, and CARs which will be addressed as part of the BGS continuous improvements process (see Section 3.0 for list of procedure references).

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7.4. Upon completion of the review noted above the QA Manager reviews, signs, and closes the CSA and returns the document to the responsible manager for record filing.

7.5. RM or Senior Management provide customer feedback, including customer complaint resolution, after completion of the CSA (as appropriate).

7.6. The RM processes the completed CSA as a QA Record, per section 8.0.

8. RECORDS

8.1. Records generated during the CSA process are quality assurance records and will be maintained per BGS-RM-01, *Quality Assurance Records*.

8.1.1. The completed CSA form (BGS-MGF-01.1) and any associated documentation.

9. ATTACHMENTS

9.1. Attachment 1 Form BGS-MGF-01.1, *Customer Satisfaction Assessment*

9.2. Attachment 2: Customer Satisfaction Procedure Flow Chart

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Attachment 1 - Customer Satisfaction Assessment, BGS-MGF-01.1, EXAMPLE

Customer Satisfaction Assessment No.		
Date:		Contract Number/Name:
BGS Project Manager:		Project Title:
Customer Contact/Title:		Responsible Manager:
Performance Item	*Rating	Comments
1. Technical Quality of Work (Deliverables and support meet or exceed quality expectations)		
2. Staff Quality (People are knowledgeable and skilled in their areas of expertise)		
3. Communication and Responsiveness to Needs/Concerns (Timely, effective, and consistent verbal and/or written exchange of information – customer service)		
4. Deliverable Timeliness		
5. Cost Control and Efficiency (Work is done within authorized budget and with minimal rework)		
6. Administrative (Contracts, Purchasing, Accounts Receivable staff members are responsive, accurate, and courteous)		

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(Continued)**

7. Program or Project Manager (Knowledgeable, effective, responsive, supportive, and practices good communications)		
8. Health, Safety, and Security Compliance (BGS personnel follow worksite Health and Safety Plan and meet H&S requirements and expectations)		
9. Has BGS provided any noteworthy contributions or are there any notable instances of performance beyond expectations?		
10. Is there any attribute of BGS' performance that needs improvement?		
11. How would you rate BGS' overall performance? (Scale of 1-10)	Overall *Rating: How likely are you to recommend BGS for similar work in the future	
BGS Responsible Manager Disposition Signature	Date	BGS QA Manager Concurrence Signature Date

*Rating: A scale of 1-10 with 10 being the most positive rating.

Attachment 2 - Customer Satisfaction Procedure Flowchart

