## Appendix 3 – Monitoring of Customer Satisfaction

| =                        | Normal contra |      |      |      |      |      |  |  |  |
|--------------------------|---------------|------|------|------|------|------|--|--|--|
|                          | Date          | Date | Date | Date | Date | Date |  |  |  |
|                          |               |      |      |      |      |      |  |  |  |
|                          |               |      |      |      |      |      |  |  |  |
|                          |               |      |      |      |      |      |  |  |  |
|                          |               |      |      |      |      |      |  |  |  |
|                          |               |      |      |      |      |      |  |  |  |
|                          |               |      |      |      |      |      |  |  |  |
|                          |               |      |      |      |      |      |  |  |  |
|                          |               |      |      |      |      |      |  |  |  |
|                          |               |      |      |      |      |      |  |  |  |
|                          |               |      |      |      |      |      |  |  |  |
| score:                   |               |      |      |      |      |      |  |  |  |
| Decrease of score due to |               |      |      |      |      |      |  |  |  |
|                          |               |      |      |      |      |      |  |  |  |
| score:                   |               |      |      |      |      |      |  |  |  |

| score:                   |  |  |  |
|--------------------------|--|--|--|
| Decrease of score due to |  |  |  |
| score:                   |  |  |  |
| ijob title]<br>name]     |  |  |  |
| signature]               |  |  |  |

**Commented [9A1]:** If organization uses electronic databases, then this Appendix is not needed, and data listed here can be stored in database.

Commented [9A2]: Copy the aspects from

Commented [9A3]: Date of

Commented [9A4]: For example: If organization stated in

Appendix 3 – Monitoring of Customer

ver. [version] from [date]

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