

Interaction	Control/Activities	Records
<pre> graph TD Start([Start]) --> D1{1. Determine category of client} D1 --> P2[2. MIS to generate debtors listing] P2 --> P3[3. Send listing to branches & servicing unit to update] P3 --> P4[4. MIS update system] P4 --> P5[5. CEO to review & approve sample letter & form] P5 --> P6[6. Generate letters & send to client] P6 --> P7[7-8 Compile report & table in the management meeting] P7 --> D9{9. Follow-up on corrective action if any} D9 --> End([End]) </pre>	1. Determine category of client to send the survey form and to get approval in the Management Meeting.	
	2. QM to request MIS to generate debtors listing.	• Debtors listing
	3. Send listing to respective branches and servicing units HOD for updating the clients information (PIC, address, e-mail etc).	
	4. HOD to return updated listing to MIS. MIS updates information to the system.	
	5. CEO review and approve the sample survey letter and the survey form (if necessary).	• Letter & form
	6. DC to generate survey letter and send to clients.	• Letter
	7. Closing date is set at 1.5 month from sending the letter to clients.	
	8. Compile the reply from client for Customer Satisfaction Survey Report.	• Report
	9. To table out the report in the Management meeting. Management to follow-up with appropriate corrective actions depending on the dissatisfaction commented by the client.	
	10. Send the Survey Report to respective HOD's for reference and follow-up action (if any).	• Report

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