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| ***REPLACE WITH YOUR MASTHEAD*** |
| **VFIS logo black JPG** | **SOG Title:** |
| **SOG Number:** |
| **Original Date:** | **Revision Date:** |
| **ABC Fire Department General Operating Guideline** |

**Customer Satisfaction**

***This is a sample of a standard operating guideline (SOG) on this topic. You should review the content, modify as appropriate for your organization, have it reviewed by your leadership team and if appropriate your legal counsel. Once adopted, make sure the SOG is communicated to members, implemented and performance monitored for effective implementation.***

**Policy:**

The purpose of this procedure is to define Customer Satisfaction.

**Scope:**

The scope of this procedure is applicable for all customer interactions.

**Procedure:**

The following documents are applicable to the extent as specified here in:

Place your content here

General

**Contracts** – shall be responsible for the execution, effectiveness and maintenance of this procedure.

**Quality Assurance** – shall be responsible for auditing this procedure as scheduled per \_\_\_\_\_\_\_\_\_\_\_.

**Other Functional Departments** – shall be responsible for supporting this process as specified.

Customer Satisfaction

As one of the measurements of the performance of the quality management system, the department monitors information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information are defined in the document.

Typical information collected and analyzed is as follows:

Place your form/content here

The \_\_\_\_\_\_\_\_\_\_\_ collects survey information from users of our services. The customer satisfaction results information is compiled and reviewed at the management level.

***This is a sample guideline furnished to you by VFIS. Your organization should review this guideline and make the necessary modifications to meet your organization’s needs. The intent of this guideline is to assist you in reducing exposure to the risk of injury, harm or damage to personnel, property and the general public. For additional information on this topic, contact your VFIS Risk Control representative.***