PURPOSE

The customer satisfaction process monitors and measures information relating to customer perception of work performance under the Base Operations and Spaceport Services Contract (BOSS).

SCOPE AND APPLICABILITY

This procedure applies to all BOSS employees and subcontractors and complies with the requirements outlined in section 9.1.2 Customer Satisfaction of the American National Standard Quality Management Systems Requirements (ANSI/ISO/ASQ Q9001:2015). The process is also utilized by customers outside of the BOSS for which BOSS performs work.

PROCESS

1. CUSTOMER SATISFACTION SURVEY

Per contract, BOSS provides customer satisfaction surveys following completion of specified workflow (WF) types to document and investigate all negative reviews.

WF types (Emergency Trouble Calls (ETC), Routine Trouble Calls (RTC), Service Orders (SO), and Baseline Repair and Replacement (BRR)). Surveys are sent for work orders with a WF type of Task Order (TO) as well, however, the completion requirements for TOs are not defined by the contract and are negotiated with the customer during preparation of the TO.

2. SURVEY DISTRIBUTION

2.1. Maximo Distribution of Customer Surveys

As Maximo work orders have the status changed to CMPLT or go straight to COMP or CLOSE status, a link to the Customer Satisfaction Survey will be automatically emailed to the Service Requestor on record from Maximo. Supervisors will review work orders prior to marking as COMPLT as the survey will be generated. This step will help circumvent negative surveys being generated due to incomplete or incorrect work orders, and is an important step in finalizing BOSS work. Surveys distributed upon closure of a Maximo work order are pre-populated with the Customer's name, company, department/contract, phone, Point of Contact / Service Requestor, survey category, survey submittal date, work order number (WON), work order description, and WF type.

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3. COLLECTED DATA

3.1. Survey Rating Categories

Individuals submitting surveys rate BOSS service in three categories.

- Satisfaction: How satisfied are you with our service?
- Timeliness: Did our service occur within the appropriate timeframe or at the appropriate time?
- Communication: Did we communicate the status of the job effectively?

Customers are also able to add comments.

3.2. Survey Ratings

- Exceptional
- Very Good
- Satisfactory
- Marginal
- Unsatisfactory

4. DATA REVIEW, ISSUE RESOLUTION AND ESCALATION

4.1. Survey Report

4.1.1. Quality Specialist Checks the Customer Survey Weekly:

4.1.1.1. Review the Customer Surveys Resolution tab. Any negative ratings will pop out with the last column stating “Yes” for resolution required. Read all comments to determine if they are positive or negative. No action is required for satisfactory or higher ratings with no comments.

4.1.2. Positive Comments

4.1.2.1. Write an email to the branch manager of the crews who are being referred to in the comment. Include the WON, Crew, and Comment. CC the supervisor of the crew. If uncertain of the crew, look the WON up in work order tracking in Maximo.

4.2. Issue Resolution

4.2.1. Negative Comment/Rating

4.2.1.1. If the rating is “Marginal” or an otherwise negative comment the Quality Specialist will reach out to the supervisor and manager and provide the supervisor with the work order, rating and comments and ask them to investigate. The Quality Specialist will ask the Supervisor and Manager to provide the customer and the Quality Specialist with a brief statement of corrective actions taken or a resolution. The Quality Specialist will add the resolution to the Customer Satisfaction report to track completion.

4.2.1.2. If the rating is “Unsatisfactory” Quality Specialist will complete the investigation:

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4.2.1.2.1. Start by reviewing the WON in Maximo under work order tracking, pay close attention to the actuals, work log, and communications log tabs. Cross reference the EWR to the main work order tab to ensure pertinent information was not left out. Reach out to the Supervisor, lead, and/or the technicians who worked the job to fill in any additional information needed to get the full picture. If there is no information to go by or there are still gaps reaching out to the customer for information may be needed. Take notes on what you find and add them to the resolution box associated with the customer survey. To reach this box select “ADD” or “Update” on the line depending on if it was a marginal or lower rating or a negative comment. Make sure to select the appropriate Issue Category for tracking purposes, this may reveal larger issues.

4.2.1.2.2. When re-work needs completed, ensure the supervisor and manager are aware of this and track to completion. Reach out to the customer to let them know the complaint was received and what action is being taken to correct it.

4.2.1.2.3. When the complaint does not require rework reach out to the customer to let them know their complaint was received, let them know what caused the inconvenience if applicable. Thank the customer for their patience and understanding in resolving the issue.

4.2.1.2.4. Take notes on the correspondences and make note in the resolution log. When an item has been finished (re-work completed, and customer is satisfied or email sent to the customer on complaint we cant fix) make the note “Resolution Complete” at the end of the resolution comments.

4.2.1.2.5. Three attempts to reach out to the customer will be made. The first attempt as a phone call and the following two as emails. Make the second attempt two working days after the first and the third attempt four working days after the second. Note the dates and times of these in the resolution box associated with the customer survey. Once a week has passed after the third attempt make the comment “Resolution closed due to no response from the customer”.

4.2.2. Complaint Issue Category tracking

4.3. Escalation

4.3.1. All customer issues are tracked by the Customer Survey Analyst. Issues that cannot be resolved with shop supervision are escalated. Issues which cannot be resolved at this level may result in the generation of a corrective action in accordance with QMS-P-0005 Corrective and Preventive Action System (CPAS).

4.3.2. In the event a series of process break downs (driven by severity, trend analysis, or management direction) have been documented, a Corrective Action Request (CAR) may be initiated to identify and correct root causes.

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4.3.3. If it is determined a vendor of contractor has caused a customer satisfaction issue, the Quality Specialist will forward the issue to the Contracts Office for analysis and resolution.

5. MONTHLY REPORTING

5.1. Reports

5.1.1. Monthly reports of the data collected and resolutions are documented and released into TechDoc as QAL-REF-0007 Customer Satisfaction Data Summary.

5.1.1.1. Open https://ksbosssql.ndc.nasa.gov/Reports/report/CustomerSurvey/Customer%20Survey%20Report%20-%20Date%20Parameter

5.1.1.2. In start date and end date, select the month and year to of reporting parameters. Click “view report.”

5.1.1.3. Click the save icon, and click “Save to Excel”

5.1.1.4. Clean up the report by deleting unnecessary columns and rows (Customer, Phone, Department, Office, POC, WFT Type, Control ID, Quality, Courtesy, Work Typle, Survey Type, Lead Craft, etc) Remove rows that may not be in the Survey date parameters.

5.1.1.5. Keep WON, Project, Service, Survey Date, Comments, Resolution, Timelness,Overall, Communication, Assetnum, Asset Description, Issue category.

5.1.1.6. The cleaned up report will be uploaded into Techdoc for record retention.

5.1.1.7. Add filters to columns

5.1.1.8. Sort Overall from A-Z

5.1.1.9. Identify and make note of total Timeliness, Communication, and Overall

5.1.1.10. Identify and make note of total Exceptional, Very Good, Satisfactory, Marginal, and Unsatisfactory for each category.

5.1.1.11. Calculate percentages of each. Example: If total “Exceptional” responses were 58 of 78 total “Overall” responses, the “Exceptional percentage is 74.3%.

5.1.1.12. For the Surveillance Review KPI, Total Satisfaction Rate is the percentage of “Overall” Exceptional, Very Good, and Satisfactory, compared to all. For Example, If all three equal 76 of 78 total, the Total Satisfactory Rate is 97.43%. this number is reported out in the Monthly Survaillance Review.

5.1.1.13. This monthly data may be tracked on a spreadsheet to identify trends and granular results.

5.1.1.14. Identify any positive comments to include in the Surveillance Review.

5.1.1.15. Read resolution comments to ensure appropriate resolutions were made.

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5.1.1.16. Any negative reviews with three unseccusefull attempts to contact the customer will be removed from the percentage calculation.

5.1.1.17. Survey response rate may be calculated by subtracting the months number of surveys received from the total sent, and calculating the percentage of received from sent.

RECORDS

The following records are retained by the organizations listed below:

Record	Responsible Organization
QAL-REF-0007 BOSS Customer Satisfaction Data Summary (TechDoc)	QSE

ROLES AND RESPONSIBILITIES

Program Director: Ensures compliance to these requirements.

Department Managers: Ensures compliance within the Department to these requirements.

Information Technology: Provides methods for the submittal and compilation of surveys.

Customer Survey Analyst: Reviews surveys to facilitate survey resolutions, identify potential areas of improvement, communicate with the customer, and generate reports.

Supervision and Management: Works with the Customer Survey Analyst to resolve issues identified in customer satisfaction surveys.

REFERENCE DOCUMENTS

The following documents are referenced in this procedure:

Document Number	Title
ANSI/ISO/ASQ Q9001-2015	American National Standard Quality Management Systems Requirements
80KSC018C0017	Base Operations and Spaceport Services Contract
QAL-REF-0007	BOSS Customer Satisfaction Data Summary
QMS-P-0005	Corrective and Preventive Action System (CPAS)

ACRONYMS

BOSS Base Operations and Spaceport Services Contract
BRR Baseline Repair and Replacement (BRR-A, BRR-B and BRR-C)
CAR Corrective Action Request
CPAS Corrective and Preventive Action System
ETC Emergency Trouble Call
EWR Electronic Work Request
IT Information Technology

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RTC Routine Trouble Call
SO Service Order
TO Task Order
WON Work Order Number

DEFINITIONS

Closed – A work order that is finalized and no longer a living document within Maximo. It becomes a read-only record.

CMPLT – A work order that cannot be closed within Maximo due to administrative delays outside the procurement process.

COMP – A work order that cannot be closed within Maximo due to outstanding purchase requests or purchase orders within the procurement process.

Customer – A requester of services provided by but not limited to BOSS.

Maximo – The primary work management system utilized by the BOSS Contract.

Survey – A questionnaire soliciting measurable impressions of services provided by but not limited to BOSS.

REVISION RECORD

The following revisions have been applied to this document:

Revision Number	Change Description	Date
0	Initial Release	03/03/10
1	Updated Procedure to incorporate Suggestion Box Submissions and FootPrints Surveys.	05/16/11
2	Removed processes related to the Suggestion Box application. Updated section 3 to reflect current process for issue resolution. Updated flowchart. Updated records table to reflect IT responsibility for the online database.	03/26/11
3	Records table changed to Quality as Responsible Organization.	01/31/14
4	Updates account for changes to the ISC contract when the contract moved from Cost Plus to Fixed Price. Addtional updates document the modification to the Customer Satisfaction Survey where five rating categories and ratings to align with KSC-PLN-1201, Surveillance Plan for the Institutional Services Contract.	10/31/16
5	New work flow types TO-DB, TO-PCD. EWR number is also now referenced in the distributed surveys.	4/10/17

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6	Updated for new BOSS contract.	03/31/20
7	Restructured procedures and added reporting procedures	

DOCUMENT APPROVALS

7/29/2021

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