



National Power Corporation

# REVISION HISTORY

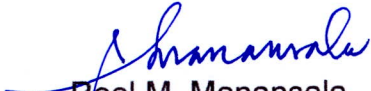
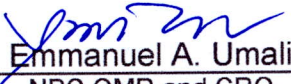
Document Code: **NPC-006**

Effectivity Date: **NOV 10 2023**

Document Title: **Customer Satisfaction Measurement**

| Page No. | Brief Description of Revision  | Rev. No. |
|----------|--|----------|
|          | <b>2.0 SCOPE</b>   |          |
| 1        | Changed to:<br>"Client satisfaction feedback shall be gathered for all services offered by the office. This shall include both External and Internal Services and shall be conducted after each completed transaction."  |          |
|          | <b>3.0 DEFINITIONS/ACRONYMS</b>  |          |
| 1        | Included the following in 3.1 Definitions:<br>3.1.3 External Services - refer to services applied for or requested by external citizens or clients or those who do not form part or belong to the agency or office providing the service.<br>3.1.5 Internal Services - refer to services applied for or requested by citizens or clients who are within the agency or office, such as, but not limited to, its personnel or employees, regardless of status. |          |
| 2        | 3.2 Acronyms:<br>Deleted 3.2.1 CAG - Corporate Affairs Group<br>Added 3.2.6 SQD - Service Quality Dimensions   |          |
|          | <b>4.0 REFERENCES</b>  |          |
| 2        | Added the following as references:<br>4.3 Anti-Red Tape Authority Memorandum Circular No. 2022-05<br>4.4 R.A. 11032 An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending for The Purpose Republic Act No. 9485, Otherwise Known as The Anti-Red Tape Act Of 2007, And for Other Purposes and its IRR  |          |
|          | <b>5.0 APPENDICES</b>  |          |
| 2        | Revised NPC-006.F01, Customer Satisfaction Rating to reflect the requirements of Anti Red Tape Authority (ARTA) Memorandum Circular 2022-05, Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement  |          |



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|--|--|--|
| 2  | Revised the form NPC-006.F02, CSM Evaluation Sheet to CSR Tabulation Sheet   |  |
| 2  | Added form:<br>5.3 NPC-006.F03, CSR Evaluation Sheet   |  |
|  | <b>6.0 PROCEDURES</b>  |  |
|  | <b>6.1 Securing Feedback by FG/Department</b>  |  |
| 3  | Deleted step 1.1 Fill out NPC-006.F01, Customer Satisfaction Rating and renumbered 1.2 to 1.1  |  |
| 3  | Revised note of step 2.1 to:<br>A rating of <b>Disagree (1)</b> or <b>Strongly Disagree (2)</b> for any SQD and any received written complaint from customers will be subjected to issuance of CAR in accordance with <b>NPC-002, Corrective Action</b> Procedure. |  |
|  | <b>6.2 Evaluation of Feedback</b>  |  |
| 4  | Revised step 1.1 to:<br>Collate customer perception of products/services derived from filled out CSR Form quarterly.   |  |
| 4  | Deleted note of step 1.1   |  |
| 4  | Revised step 2.1 to:<br>Tabulate the number of responses and transactions for external and internal services using <b>NPC-006.F02, CSR Tabulation Sheet</b> .  |  |
| 4  | Revised step 3.1 to:<br>Evaluate result of the CSR using <b>NPC-006.F03, CSR Evaluation Sheet (Part A. Count of CC results &amp; B. Count of SQD results)</b> .  |  |
| Updated by:  |  |  |
| <br><u>Roel M. Manansala</u><br>Chairman, Documentation Committee |  |  |
| Concurred by:  |  |  |
| <br><u>Emmanuel A. Umali</u><br>NPC QMR and CRO                   |  |  |





NATIONAL POWER CORPORATION

# CORPORATE PROCEDURE



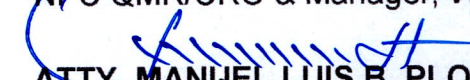


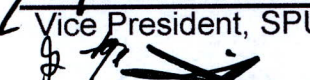
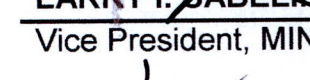


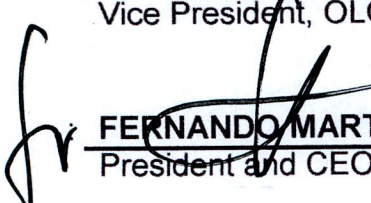
**NPC-006**

Document Code

## CUSTOMER SATISFACTION MEASUREMENT

Document Title

Revision No.: 3 Effectivity Date: NOV 10 2023

|             |   |                          |
|-------------|---|--------------------------|
| Prepared by | <br><u>ROEL M. MANANSALA</u><br>Chairperson, NPC Doc. Committee &<br>Manager, BCSD-LD, AFG | <u>9-29-2023</u><br>Date |
| Reviewed by | <br><u>EMMANUEL A. UMALI</u><br>NPC QMR/CRO & Manager, WMD-CAG                            | <u>9-29-23</u><br>Date   |
|             | <br><u>ATTY. MANUEL LUIS B. PLOFINO</u><br>Sr. Dept. Manager, RMS                        | <u>10/02/23</u><br>Date  |
|             | <br><u>ATTY. ROGEL T. TEVES</u><br>Vice President, PES                                   | <u>10/04/23</u><br>Date  |
|             | <br><u>RENE B. BARRUELA</u><br>Vice President, SPUG                                      | <u>10/10/23</u><br>Date  |
|             | <br><u>LARRY I. SABELINA</u><br>Vice President, MINGEN                                   | <u>10-17-23</u><br>Date  |
|             | <br><u>ALEXANDER P. JAPON</u><br>Vice President, AFG                                     | <u>9/29</u><br>Date      |
|             | <br><u>MA. ANNABEL P. VERSOZA</u><br>OIC, Office of the Vice President, CAG              | <u>9/29/23</u><br>Date   |
|             | <br><u>ATTY. MELCHOR P. RIDULME</u><br>Vice President, OLC                               | <u>10-06-23</u><br>Date  |
| Approved by | <br><u>FERNANDO MARTIN Y. ROXAS</u><br>President and CEO                                 | <u>10-24-23</u><br>Date  |



|   |   |   |                           |
|---|---|---|---------------------------|
|  | <b>National Power Corporation</b><br><b>CORPORATE PROCEDURE</b><br>ISO 9001:2015<br>Quality Management System | Document Code:<br><b>NPC-006</b>        |                           |
|   |   | Revision<br>No.: <b>3</b>               | Page <b>1</b> of <b>5</b> |
|   |   | Effectivity Date:<br><b>NOV 18 2023</b> |                           |

**Document Title: CUSTOMER SATISFACTION MEASUREMENT**

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**1.0 PURPOSE**

This procedure provides guidelines for monitoring and measuring customers' perceptions/satisfaction on products/services delivered/rendered to determine if expectations are met and the performance criteria needing improvement.

**2.0 SCOPE**

Client satisfaction feedback shall be gathered for all services offered by the office. This shall include both External and Internal Services and shall be conducted after each completed transaction.

**3.0 DEFINITIONS/ACRONYMS**

**3.1 Definitions**

- 3.1.1 Customer - organization or person that receives final products/ services of NPC.
- 3.1.2 Customer Satisfaction - customer's perception of the degree to which the customer's requirements have been fulfilled.
- 3.1.3 External Services - refer to services applied for or requested by external citizens or clients or those who do not form part or belong to the agency or office providing the service.
- 3.1.4 Feedback - opinions, comments and expressions of interest in a product, a service or a complaints-handling process.
- 3.1.5 Internal Services - refer to services applied for or requested by citizens or clients who are within the agency or office, such as, but not limited to, its personnel or employees, regardless of status.
- 3.1.6 Measurement - process to determine a value.
- 3.1.7 Product - final output of an organization that can be produced without any transaction taking place between the organization and



the customer.

- 3.1.8 Service - final output of at least one activity of the organization performed for the customer.

### 3.2 Acronyms

- |       |     |   |                                   |
|-------|-----|---|-----------------------------------|
| 3.2.1 | CAR | - | Corrective Action Report          |
| 3.2.2 | CSM | - | Customer Satisfaction Measurement |
| 3.2.3 | CSR | - | Customer Satisfaction Rating      |
| 3.2.4 | QC  | - | Quality Control                   |
| 3.2.5 | RO  | - | Records Officer                   |
| 3.2.6 | SQD | - | Service Quality Dimensions        |

## 4.0 REFERENCES

- 4.1 Philippine National Standard - ISO 9000:2015 Quality Management Systems, Fundamentals and Vocabulary
- 4.2 Philippine National Standard - ISO 9001:2015 Quality Management Systems, Requirements
- 4.3 Anti-Red Tape Authority Memorandum Circular No. 2022-05
- 4.4 R.A. 11032 An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending for The Purpose Republic Act No. 9485, Otherwise Known as The Anti-Red Tape Act Of 2007, And for Other Purposes and its IRR

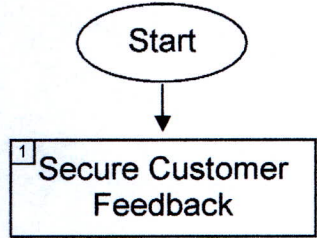
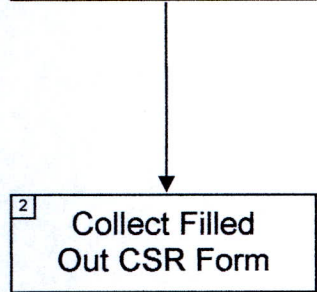
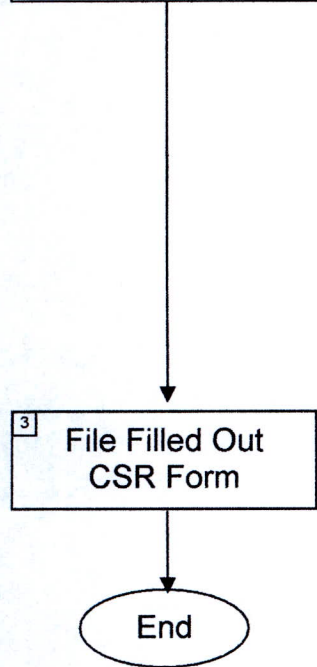
## 5.0 APPENDICES

- 5.1 NPC-006.F01, Customer Satisfaction Rating
- 5.2 NPC-006.F02, CSR Tabulation
- 5.3 NPC-006.F03, CSR Evaluation Sheet



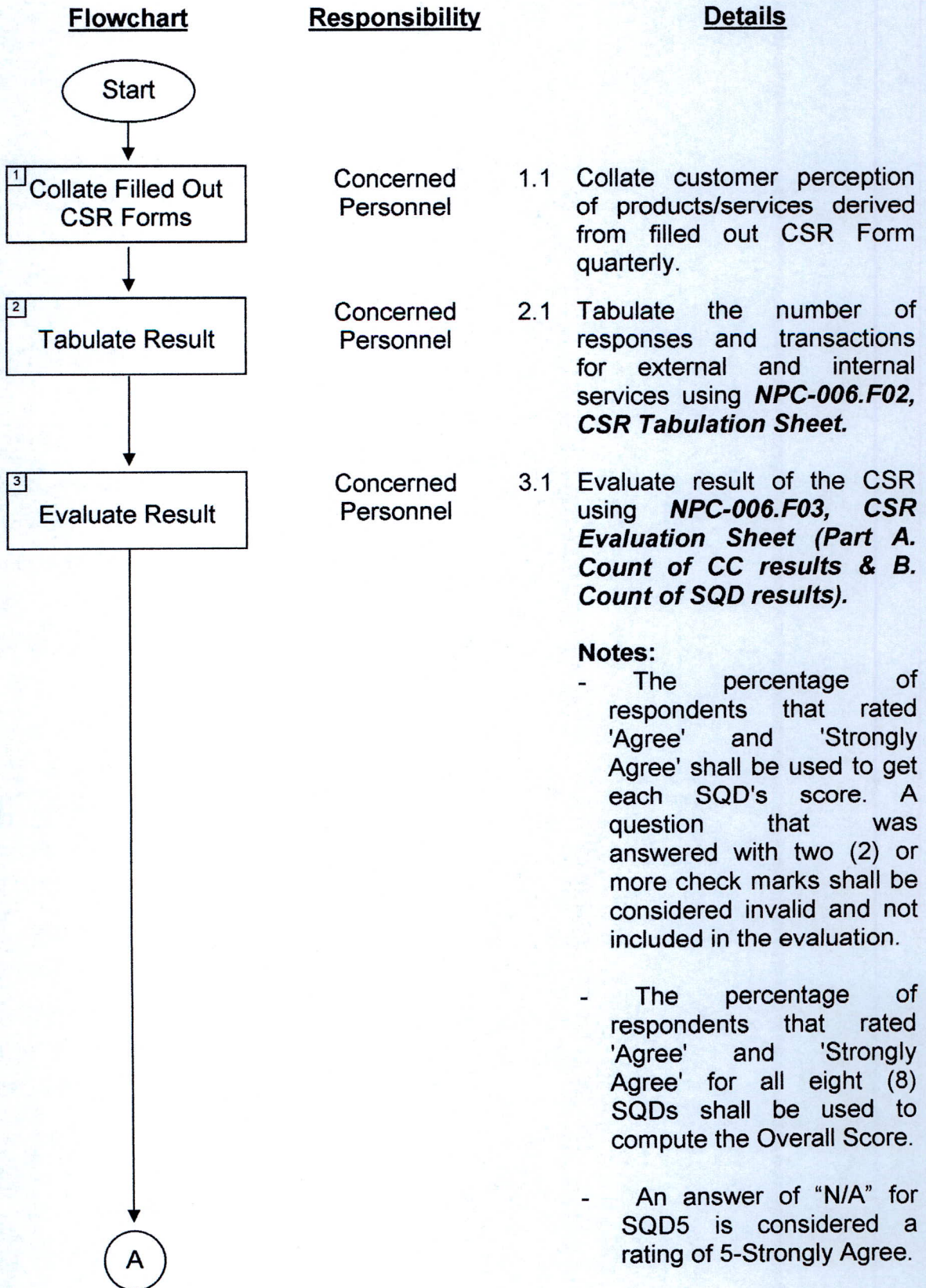
**6.0 PROCEDURES**

**6.1 Securing Feedback by FG/Department**

| <u>Flowchart</u>  | <u>Responsibility</u> | <u>Details</u>  |
|---|-----------------------|---|
|    | Concerned Personnel   | 1.1 Distribute and request customer to fill out <b>NPC-006.F01, Customer Satisfaction Rating</b> after every product/service is delivered/rendered.   |
|   | Concerned Personnel   | 2.1 Collect filled out CSR Form from customers.   |
|  | RO                    | 3.1 File filled out CSR Form in accordance with <b>NPC-001, Control of Documents and Records</b> .<br><br><b>Note:</b><br>A rating of <b>Disagree (1)</b> or <b>Strongly Disagree (2)</b> for any SQD and any received written complaint from customers will be subjected to issuance of CAR in accordance with <b>NPC-002, Corrective Action Procedure</b> . |



## 6.2 Evaluation of Feedback

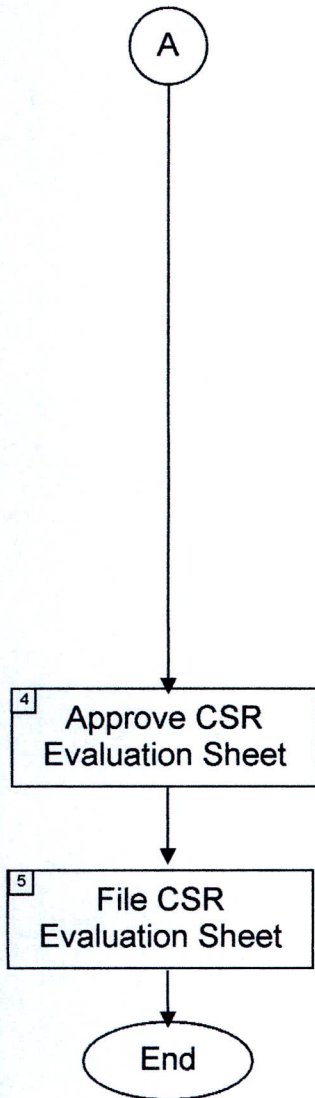




**Flowchart**

**Responsibility**

**Details**



Concerned Personnel

3.2 Provide conclusion on the result by filling out the Conclusion portions of ***NPC-006.F03, CSR Evaluation Sheet.***

3.3 Identify any condition that needs to be improved and subject to CAR in accordance with ***NPC-002, Corrective Action.***

**Note:**

Only written complaints shall be considered valid and subject to CAR in accordance with ***NPC-002, Corrective Action.***

Div. Manager

4.1 Review CSR Evaluation Sheet.

Dept. Manager

4.2 Approve CSR Evaluation Sheet.

RO

5.1 File CSR Evaluation Sheet in accordance with ***NPC-001, Control of Documents and Records.***