See Also: LOM 7104.1.A2
TSK-7104.1.A1, *DEA Laboratory Customer Satisfaction Assessment of Senior-Level Customers*

To prepare, send and document the *Customer Satisfaction Assessment* survey for report recipients, the Quality Assurance Section program manager performs the following:

A. Acquire Data

1. **Perform** query for completed exhibits in LIMS via the following:
   a. **Sign** in LIMS via unit supervisor role, chemistry unit.
   b. **Select** *Ad Hoc Queries* from Life Cycle Options.
   c. **Search** data by *Date Completed Range* (FY quarter) and by *Site* (Lab).
   d. **Export** filtered results to MS Excel.

B. Organize Data

1. **Remove** duplicate LIMS case entries.
2. **Remove** duplicate “Sent to” entries.
3. **Create** new column and number each row for sampling.
4. Randomly **select** 30 lab report recipients.
   a. **Select** *Data Analysis* in data tab.
   b. **Select** *Sampling.*
   c. **Select** the newly created number column as *Input Range.*
   d. **Select** *Random* and input “30” as number of samples.
   e. **Select** *Output* to new worksheet.
5. **Use** look-up formulas for 30 random numbers to obtain randomly selected “Sent to” email address, IA case number, and IA exhibit number.
6. **Copy** data to a new workbook and **organize** to ensure survey compatibility.
   a. **Remove** extraneous information from “Sent to” cells leaving only the SA/TFO/DI email address.
   b. **Organize** data in the following manner:
      i. Email addresses in column A
      ii. IA case numbers in column D

iii. IA exhibit numbers in column E

7. **Save** the file as a CSV (comma delimited) file type.

C. Prepare the Survey

1. **Sign in** to survey website.
2. **Select** *Customer Satisfaction Assessment* survey.
3. **Select** the *Collect Responses* tab.
4. **Select** *New Collector*/*Email collector*.
5. **Prepare** the message body text to properly address survey recipients.
6. **Send** the customer satisfaction assessment email.

D. Monitor and Close the Survey

1. **Monitor** the survey responses and **send** reminder email, when necessary.
2. **Close** the survey 2-3 weeks after opening the survey.

E. Document the Summary Report

1. **Organize** and **analyze** survey results for the *Customer Satisfaction Assessment Summary Report*.
2. **Prepare** and **distribute** the *Customer Satisfaction Assessment Summary Report* for SFQAM, LDs and SFD.
3. **Maintain** the survey results and summary report in the *Records Control List*.

End of Document