

SOP Number	ADM-06-05
Title	Receiving and Assessing Customer Feedback
Revisions Made	<ul style="list-style-type: none">• Minor editorial changes.• Feedback is electronically filed.

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Title	Receiving and Assessing Customer Feedback
Scope	The SOP describes policy and procedures for handling and documenting customer feedback received by the Microbiology Laboratory Branch.
Application	The laboratory seeks and receives feedback from customers to improve the management system, quality and timeliness of deliverables, testing activities, and overall customer service based on ISO-17025 (section 7.9).

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1. Definitions	Customer feedback = information from laboratory's customers about the satisfaction or dissatisfaction with a product or service.
2. Health and Safety	Not applicable.
3. Personnel Qualifications and Training	Refer to SOP ADM-04, OPP Microbiology Laboratory Training.
4. Instrument Calibration	Not applicable.
5. Sample Handling and Storage	Not applicable.
6. Quality Control	To improve the quality of deliverables by MLB, feedback is reviewed, appropriate changes are made, and documentation is maintained.
7. Interferences	Incomplete documentation can impede the review process.
8. Non-conforming Data	Management of non-conformances will be consistent with SOP ADM-07, Non-Conformance Reports.
9. Data Management	Records are archived consistent with SOP ADM-03, Records and Archives.
10. Cautions	Ensure that feedback has been addressed appropriately and a satisfactory acknowledgement is received from the customer.
11. Special Apparatus and Materials	None
12. Procedure and Analysis	<ol style="list-style-type: none"> 1. MLB generates information that is shared internally or externally, including reports of antimicrobial performance for products submitted to the lab for analysis, research reports for issues under investigation, guidance documents, standard operating procedures, presentations, publications, testing guidance, standard methods (e. g. ASTM/AOAC), Section 18 reviews, technical reviews under PRIA, and responses to investigations. 2. Customers include stakeholders, internal peer reviewers, other divisions/offices within EPA, and other federal agencies. 3. Feedback on MLB deliverables is typically received in written form such as comments submitted through the public docket process, letters from

	<p>industry, emails and inquiries from constituents, Inspector General (IG) and General Accounting Office (GAO) reports, etc.</p> <p>4. The feedback may be obtained actively (e.g., through requests for review, suggestion box) or passively (e. g., through external audits, responses to assistance, etc.) by MLB.</p>
<p>12.1 Processing and documenting feedback</p>	<ul style="list-style-type: none"> a. For routine, recurring report formats, develop a feedback form. Questions in the form should be directive in order to inform MLB of any issues such as timeliness, clarity, and non-conforming data (see section 14). b. Review the feedback forms within one week of receipt to determine if there are any issues which require a corrective action, re-submission of the corrected deliverable, or recall of the data. c. Evaluate public comments, letters, and emails from internal and external customers to determine if the documents contain feedback information. Inform the Branch Chief and Quality Assurance Unit of all feedback received from customers. d. When necessary, schedule a meeting with the Branch Chief and Quality Assurance Unit to discuss the feedback and any resulting action that is recommended. The Branch Chief will determine if the information provided requires a corrective action or a formal response. e. Retrieve the data and records related to the study or the issue in question and review. If specific information is provided in the feedback form, compare it to the file. f. If necessary, contact the source of the feedback to collect additional details. g. If the feedback is a non-conformance, keep the Branch Chief informed and initiate a corrective action report using the Corrective Action/Preventive Action Report Form (see SOP ADM-08). h. Tabulate the feedback in the Customer Feedback spreadsheet filed on the G drive: G:\MLB\MLB_Master List (see section 14), including the name of the customer/person, affiliated organization, date feedback was received, the nature of the feedback, whether a response was necessary and if so, the date and nature of the response. i. Customer feedback from external sources is also shared and discussed with team members during internal MLB meetings.

<p>12.2 Maintaining Feedback Files</p>	<p>a. Electronically file documentation pertaining to the feedback (e.g., Customer feedback forms (see section 14), external emails/letters, etc.) in the yearly feedback folder (Excel spreadsheet): G:\MLB\QA and QC\Customer Feedback.</p> <p>b. Maintain the electronic copies for five years, or consistent with the record retention schedule for the records in question, whichever is longer.</p>				
<p>13. Data Analysis/ Calculations</p>	<p>Update the yearly spreadsheet (see 12.2b), G:\MLB\QA and QC\Customer Feedback on a quarterly basis.</p>				
<p>14. Forms and Data Sheets</p>	<p>Test Sheets: Test sheets are stored separately from the SOP under the following file names:</p> <table border="0" data-bbox="537 842 1403 930"> <tr> <td>Customer Feedback Tracking</td> <td>G:\MLB\MLB_Master List</td> </tr> <tr> <td>Customer Feedback Form</td> <td>ADM-06-05_F1.docx</td> </tr> </table>	Customer Feedback Tracking	G:\MLB\MLB_Master List	Customer Feedback Form	ADM-06-05_F1.docx
Customer Feedback Tracking	G:\MLB\MLB_Master List				
Customer Feedback Form	ADM-06-05_F1.docx				
<p>15. References</p>	<p>1. International standard ISO/IEC 17025; (2017): General requirements for the competence of testing and calibration laboratories.</p>				