SECTION S15 - FEEDBACK REPORTING

OBJECTIVE

To define how complaints, enquires, identified problems and deficiencies in the Company are recorded to initiate and track the corrective/preventive actions.

The relevant information and data collected through the feedbacks also serves as indication of the Client's level of satisfaction and Company performance.

RESPONSIBILITIES

The Quality Environmental (QE) Manager is responsible for all feedbacks pertaining to Quality and Environmental Management System whereas the relevant Project Director/Project Manager shall be responsible for feedback received pertaining to project works and services rendered by the Company.

DEFINITIONS

The scopes of feedback shall be defined to cover the following:-

(a) Quality and Environmental Management System

(i) Requests for amendments to page or pages of the Quality and Environmental Management System Procedures that are of general nature and not project specific.

(ii) Suggestion for amendments from such areas as identified omissions, deficiencies, or general improvement to working practices and standard forms.

(b) Office/Human Resource

(i) Suggestion for changes or general improvement to office working practices, environment and facilities.

(ii) Written/verbal comments from Clients regarding individual staff performance.

(iii) All other office administration related subjects.

(c) Administration

(i) Written/verbal comments from Clients regarding deficiencies and information received from other services.

(ii) Suggestion for amendments or general improvement to and standard forms.

(d) Contractual/Engineering

(i) Requests for amendments or suggestions of improvement to contents of the Master Specification that are of general nature and not project specific.

(ii) The suggestion for amendments may include areas such as identified omissions, deficiencies, or general improvement to working practices and product updates.

(iii) Requests for amendments of Notes, declaration and standard details in drawings subject to Project Director or Authority comments.

(f) IT & Computer

(i) Requests for upgrading, suggestions or improvement of software/hardware specifications.

(ii) Requests may include areas such as general improvement to working practices and product updates or project specific.

(iii) Requests are subject to Project Director's approval.

(g) Accounts

(i) Requests for amendments or suggestions of improvement to working practices.

(ii) Requests are subject to Project Director's approval.

PROCEDURES

1. Report Generation

Any staff member can be the originator of the Feedback Report to highlight a problem or deficiency or non-conformance (actual/potential), that requires investigation and corrective action. This shall include verbal or written compliments, enquiry and complaints from Clients, business associates, etc.

Once an environmental nonconformance (actual/potential), has been identified, the staff member shall immediately assess the need for action to mitigate any environmental impacts and risks. He/she shall ask the QE Manager for advice if necessary. The staff member shall then inform the appropriate personnel to take necessary action to mitigate any risks caused. If necessary, the process or activity, e.g. a discharge, related to the nonconformance shall be stopped immediately.

Feedbacks for the relevant scope defined shall be addressed to the appropriate personnel as listed below:-

Scope	Personnel
Quality and Environmental Management System	QE Manager
Office/Human Resource	***HR Executive***
Administrative	Admin Leader
Contractual/Engineering	Project Director/Project Manager/CAD Manager/ QE Manager
IT & Computer	IT Specialist
Accounts	Assistant Accounts Manager
Others	Project Director/QE Manager

The originator shall complete Section 'A' of the Feedback Report Form detailing the problem and causes or the source. Suggestions for improvement shall be filled in Section 'B' of the form. Responses to the suggested improvement shall be filled in Section 'C' of the form.

Upon receipt of the Feedback Report, the Managing Director/Project Director/Project Manager/QE Manager/***HR Executive***/Assistant Accounts Manager/CAD Manager/Admin Leader/IT Specialist shall review the subject and advise the originator whether any appropriate action is required.

The target date of completion of action shall be filled in Section 'D' of the form. The person nominated by the Managing Director/Project Director /QE Manager shall do the verification of completed action.

2. Distribution

The Document Controller shall record completion of the corrective action in the log, distribute copies to Managing Director, Directors and other staff members, as appropriate, and retain a copy in the Feedback Report File.

3. Records

The following records shall be maintained by the Document Controller:

(i) Feedback Report Log

(ii) Feedback Report Forms

REFERENCE

Form S15.A - Feedback Report Form

Form S15.B - Feedback Report Log