

US Environmental Protection Agency Office of Pesticide Programs

Office of Pesticide Programs Microbiology Laboratory Environmental Science Center, Ft. Meade, MD

Standard Operating Procedure for Receiving and Assessing Customer Feedback

SOP Number: ADM-06-03

Date Revised 06-20-17

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SOP Number	ADM-06-03	
Title	Receiving and Assessing Customer Feedback	
Scope	The SOP describes policy and procedures for handling and documenting customer feedback.	
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 (sections 4.7 and 4.8).	

	Approval	Date	
SOP Developer:			
	Print Name:		
SOP Reviewer			
	Print Name:		
Quality Assurance Unit			
	Print Name:		
Branch Chief			
	Print Name:		
Date SOP issued:			
Controlled copy number:			
Date SOP withdrawn:			

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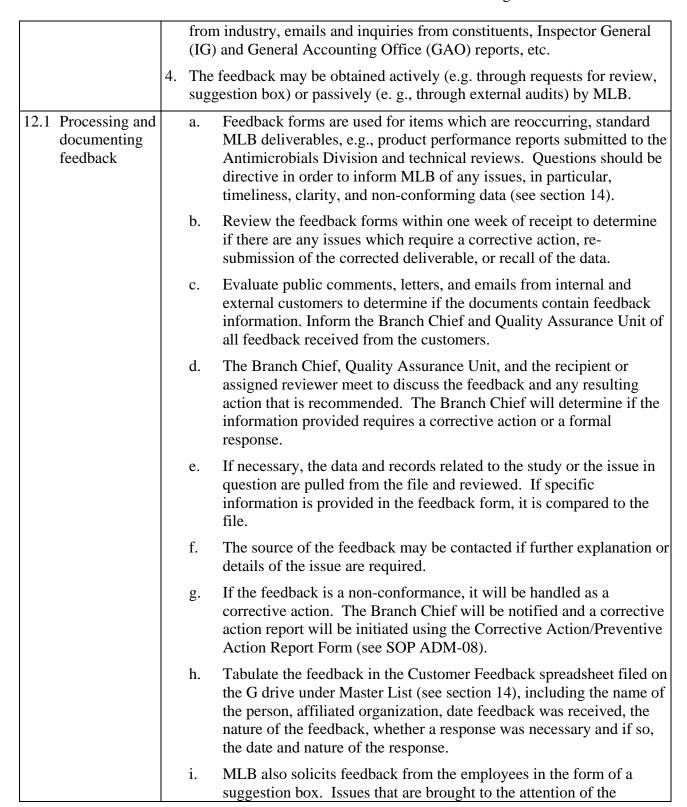
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1.	Definitions	Customer feedback = information coming directly from the laboratory customers about the satisfaction or dissatisfaction with a product or service.		
2.	Health and Safety	Not applicable.		
3.	Personnel Qualifications and Training	Refer 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 quality of deliverables by MLB, feedback is reviewed and appropriate changes are made and documentation maintained.		
7.	Interferences	Incomplete documentation can impede the review process.		
8.	Non- conforming Data	Management of non-conforming data; procedures will be consistent with SOP ADM-07, Non-Conformance Reports.		
9.	Data Management	Customer feedback documentation is maintained and 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	 MLB generates information which is shared internally or externally including reports of antimicrobial performance for a product 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. Clientele includes stakeholders, internal peer reviewers and other federal 		
		agencies.		
		3. Feedback on the MLB deliverables is received typically in written form such as comments submitted though the public docket process, letters		

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	management via the suggestion box are discussed at Branch meetings.			
	j.	Customer feedback from external sources is also shared and discussed with team members during internal MLB meetings.		
12.2 Maintaining Feedback Files	a.	File the documentation pertaining to feedback in the Customer Service file and maintain for a period of five years, or consistent with the record retention schedule for the records in question, whichever is longer.		
13. Data Analysis/ Calculations	All feedback and associated responses must be tracked in a list/spreadsheet and should be updated regularly.			
14. Forms and Data Sheets	Test Sheets: Test sheets are stored separately from the SOP under the following file names:			
	Customer Feedback Tracking G drive/MLB Master List		G drive/MLB Master List	
	Customer Feedback Form ADM-06-03_F1.docx			
15. References	1. International standard ISO/IEC 17025, second edition 2005-05-15: General requirements for the competence of testing and calibration laboratories.			