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4.7 Service to the Customer

4.7.1 The laboratory affords the requesting customer cooperation to clarify the customer's request within the framework of the contract review process described in Volume I, Section 4.4 Review of Requests, Tenders and Contracts. The laboratory maintains communications regarding deviations from contract work. Communications regarding compliance programs, workplan and assignments are conducted through ORS.

The opportunity for the customer to witness laboratory activity is given upon request, providing the laboratory is able to maintain confidentiality to other customers during such cases.

4.7.2 The laboratory seeks customer feedback on their services and general performance. Records of the comments, both positive and negative, are maintained and are taken into account for identifying management system improvements during the reviews performed by management.

Related Procedures

- None