Customer Satisfaction Survey Plan FY 2013

Timeline columns: 2013 (Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec) and 2014 (Jan, Feb, Mar), each divided into W1, W2, W3, W4.

No.	Activities		PIC	Schedule (○)
1	Kick off Customer satisfaction survey	1.1 Prepare Customer satisfaction proposal	QSG	Jul W1
		1.2 Approve Customer satisfaction proposal	VP	Aug W1
		1.3 Inform to operation management	GM	Aug W1
2	Review Questionaires	2.1 Review Questionaire and customer master list		
		AIFG/AEFG/YALC	QSG and Operation manager	Aug W2
		OIFG/OEFG/MLG/NVOG		Aug W2
		YBLC/YBCD		Aug W3
		YLLC1/YSTT		Aug W3
		YMLC		Aug W3
		CMB		Aug W3
		2.2 Submit Questionaires and Customer Master List	Operation manager	Sep W1
		2.3 Summarize detail from the Questionaires	QSG	Sep W2
		2.4 Review Final Questionaire with Director and VP	QSG and VP	Sep W2
		2.5 Communicate to each operation manager - final questionaires	QSG	Sep W2
3	Setting Customer Survey Web Application	3.1 Inform survey plan to ITG	QSG	Aug W1
		3.2 Submit Questionaires and Customer Master List to ITG	QSG	Sep W3
		3.3 Upload data (questionnarie/Customer Master list/letter/Manual) into Web	ITG	Sep W3
		3.4 Create User ID and Password for Custmers and Line managers	ITG	Sep W3
4	Web Application Testing (Linemanager and QSG Team)	4.1 Communicate to each operation manager - How to use and answer on Web	ITG	Oct W1
		4.2 Trial web application	Operation manager	Oct W1, W2
		4.3 Monitor web application testing	QSG	Oct W1, W2
		4.4 Debug web appication if get feedback during testing	ITG	Oct W3, W4
5	Invited letter set up	5.1 Draft letter to invite customer to join survey	QSG	Sep W2
		5.2 Review and sign letter by VP	VP	Sep W2
6	Survey and Monitoring Result	6.1 Email to inform customer with VP message and User ID/Password	QSG and ITG	Oct W4
		6.2 Monitor the Survey Result and problems	QSG	Nov W1 – Jan (9 weeks)
		6.3 Create Customer Survey report and update to any groups	QSG	Nov W1 – Jan (9 weeks)
		6.4 Mornitor and feedback the result to operation manager via email	QSG	Nov W1 – Jan (9 weeks)
		6.5 Prepare Customer Report to Top management	QSG	Jan W1, W2