



<b>DOCUMENT TYPE: QUALITY OFFICE PROCEDURE</b>	Document Code: QMS-P-008
	Effective: February 16, 2016
<b>DOCUMENT TITLE: PASSENGER SURVEY FEEDBACK MECHANISM PROCEDURE</b>	Revision No: 1
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**1.0 OBJECTIVE**

- 1.1 To establish CRK's Passenger Survey Feedback Mechanism in congruence with CIAC's quality management measures, GCG requirement, and Business Excellence Framework (Performance Excellence Criteria) being instituted in the organization.

**2.0 SCOPE**

- 2.1 The Passenger Survey Feedback Mechanism Procedure covers the course of action for gathering CRK passenger requirements, measuring passenger satisfaction level, monitoring closure of reported concerns or complaints, and data management of gathered passenger information in relation to CRK improvements.

Target respondents are Departing Passengers that can conveniently respond to the questionnaires at the Pre-Departure Area. Target number of respondents for the year is identified based on the passenger traffic data (departure) of the previous year. This survey will have a confidence level of 95% and margin of error of 5%.

**3.0 DEFINITION OF TERMS**

- 3.1 **Passenger Feedback** –passenger comment, complaint, suggestion, or any passenger response with regard to CRK services and facilities.
- 3.2 **Satisfaction**- passengers' level of contentment in terms of CRK's Facilities and Amenities, Staff Courtesy and Speed of Service.
- 3.3 **GCG**- or the Governance Commission for GOCCs acts as the central advisory, monitoring, and oversight body with authority over GOCCs. GCG executes regular monitoring of the conduct of the Passenger Survey in CIAC.
- 3.4 **Business Excellence Framework (Performance Excellence Criteria)**- structure adopted by CIAC towards excellence in terms of Customer Focus, Leadership, Strategic Management and other areas.

**4.0 PROCEDURE**

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10-00-2016-002

STEP	ACTIVITY DESCRIPTION	TIMELINES	PERSON RESPONSIBLE	INTERFACE	FORMS OR RECORDS
1	QO conducts necessary orientation to survey- takers including ISO 9001 concepts, survey method, and survey decorum.	Day 1	QO Personnel /QO Manager	Survey-takers	Attendance Sheet
2	Based on the ACC Flight Schedule and prescribed number of respondents, survey- takers gather passenger information at the PTB.	Day 2-6	Survey- takers	ACC	Flight Schedule
3	QO collates survey forms, checks completeness and readability of	Day 7	QO/Survey- taker	None	Passenger Feedback

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	data, identifies actionable feedback, files them on top of non-actionable data, and assigns code to forms.				Survey Forms (QMS-F-010)
4	QO ensures actionable feedback are transmitted to concerned office/department/inter-agency, together with positive comments if any, and logs the progress of concern until closure in the Passenger Feedback/ Concerns Monitoring Form. (* Offices/Departments/Inter-agencies are expected to provide their action plans to QO 3days upon receipt of QMS Passenger Feedback/Concerns Form)	Day 8-11	QO Personnel	None	QMS Passenger Feedback/ Concerns Form (QMS-F-015) & Passenger Feedback/ Concerns Monitoring Form (QMS-F-016)
5	QO elevates unresolved concerns to the concerned Group Head then to the P/CEO after the allowable 3-day timeframe of providing feedback has lapsed thru the Passenger Feedback/Concerns Monitoring Form and awaits for the recommendation of the said offices.	Day 12-13	QO Personnel	CIAC Executives	Memorandum & Passenger Feedback/ Concerns Monitoring Form (QMS-F-016)
6	QO forwards to concerned department/ office/ agency the recommendation of the concerned Group Head and P/CEO.	Day 14	QO Personnel	Concerned department/ office/ agency	Memorandum
7	If concerns remain unresolved despite recommendations of the concerned Group Head and P/CEO, QO shall conduct follow-up activities on the status of the unresolved concerns until they are finally resolved (5 days is given to concerned department/ office/ agency to resolve the concerns).	Day 15-19	QO Personnel	Concerned department/ office/ agency	Summary of Passenger Survey Data with Status Report (QMS-F-014)
8	QO encodes all gathered information and determines the level of satisfaction of the passengers, their airport of choice, the number of positive and negative feedback for the month, and the number of resolved and unresolved cases, if any.	Day 20-24	QO/Survey- taker	None	Consolidated Report on Passenger Survey Feedback (QMS-F-011) & Summary of

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					Passenger Survey Data with Status Report (QMS-F-014)
9	QO finalizes data analysis for the month and prepares the same for the quarterly report which will be submitted to the Corporate Planning Department and CIAC Executives.	Day 27-28	QO Personnel	CIAC Executives	Analysis Report
10	QO uses data for CRK's improvement by reporting results during Management Review Meetings and utilizing data on quality-related initiatives of the organization.	Day 29	QO Personnel	CIAC Executives	Minutes of the Meeting
11	QO safe-keeps and scans Survey Forms and Results.	Day 30	QO Personnel	None	Survey Forms and Reports
<b>END OF PROCESS</b>					

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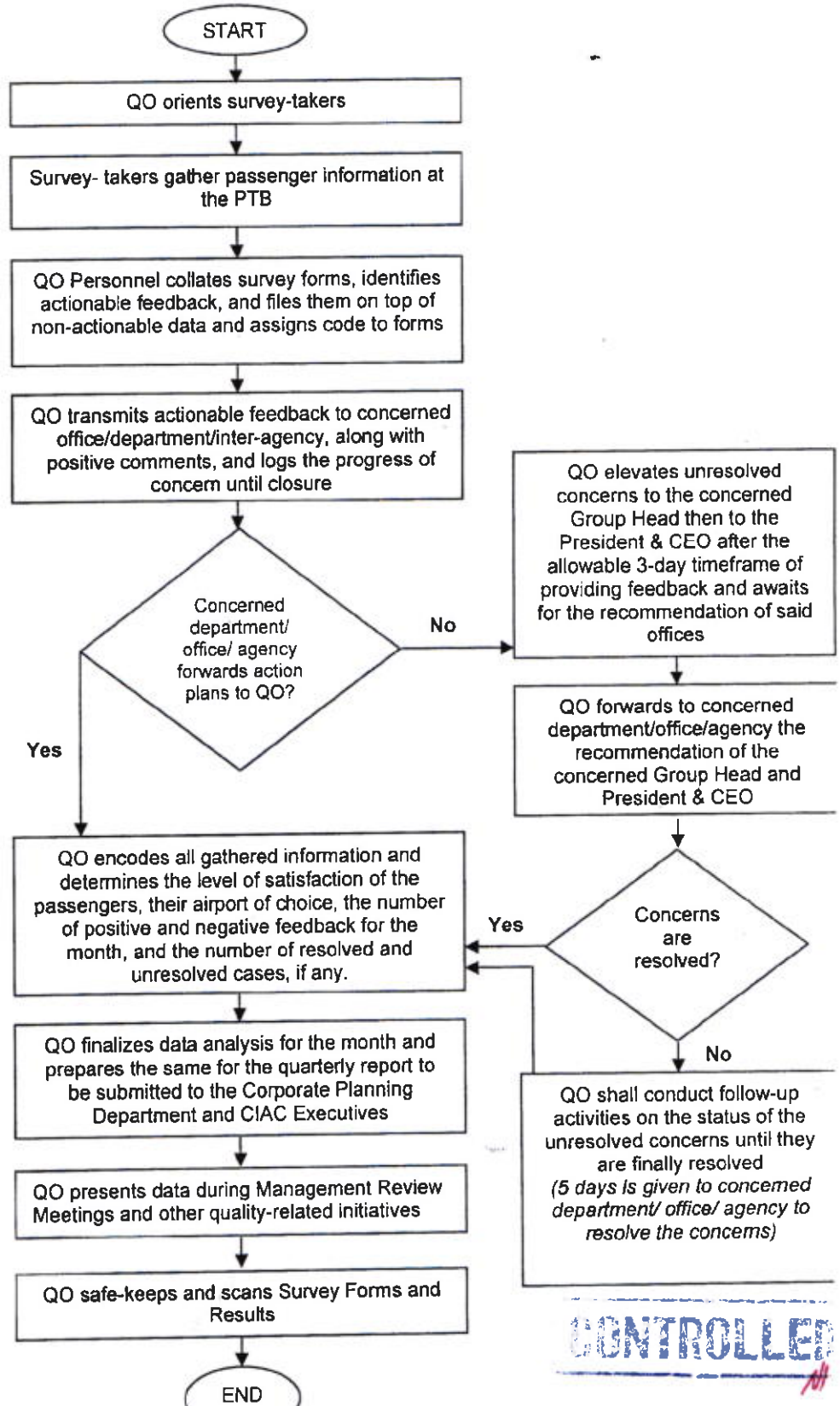
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**5.0 FLOWCHART**



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**6.0 ATTACHMENTS**

- 6.1 QMS-F-010 Passenger Feedback Survey Form
- 6.2 QMS-F-011 Consolidated Report on Passenger Survey Feedback (A,B,C,D,E,F)
- 6.3 QMS-F-012 Consolidated Report of Passenger Survey Comments/Suggestions
- 6.4 QMS-F-013 Analysis on the Results of Passenger Survey Feedback
- 6.5 QMS-F-014 Summary of Passenger Survey Data with Status Report
- 6.6 QMS-F-015 QMS Passenger Feedback/Concerns Form
- 6.7 QMS-F-016 Passenger Feedback/Concerns Monitoring Form

Originator: <b>MARIE ANGELI T. PRIMERO</b> QMS & Compliance Officer (Detail) Quality Office	Reviewed by: <b>VINA MAY L. MANALILI</b> Officer-in- Charge (Detail) Quality Office	Approved by: <b>DARWIN L. CUNANAN</b> VP-Commercial and Business Development Group	Document Classification
<i>Marie Angeli T. Primero</i>	<i>Vina May L. Manalili</i>	<i>Darwin L. Cunanan</i>	<b>CONTROLLED</b>

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