

Prepared By: HCRD	SURVEY		Date: 1 March 2020
Checked By: COO			Revision: 00
Approval By: QA & MR			Doc No : WI-CORPCOMM/SRV/012.9/01/13
WORKING INSTRUCTION			
1. Objective To measure and know the customer satisfaction on LSPR infrastructures and facilities			
2. Person In Charge Communication & Reputation Department Research Centre			
3. Phase of Process Communication & Reputation Department request for survey to Research Centre and then CRD will distribute the questionnaire. Tabulation will be done by Research Centre			
No	Description and Phase of Process	PIC	Document
1.	Fill in research form from Research Centre Based on the SOP Survey	CRD Research Centre	- SOP Survey - Research Form
2.	Prepare the questioner and discuss with MR to get inputs	CRD Research Centre MR	- Questioners - Intercomm/ email
3.	Distribute the questioner and answer sheet to the students with the total number based on discussion with Research Centre. Class president and Academic team will help for the distribution and collection	CRD Class President Academic Team	- Questioners - Answer sheets
4.	CRD received the answer sheets and send to Research Centre	CRD Research Centre	- Answer sheets - Intercomm
5.	Research Centre make the tabulation and send the result to HCRD	Research Centre HCRD	Report/ email/ intercom Tabulation
6.	After re-check the tabulation, HCRD ask for inputs from MR and make analysis	HCRD MR	Report/ email/ intercom Tabulation
7.	Based on the inputs, HCRD will send the analysis to the CEO	HCRD CEO	Report/ email/ intercom