

Quality Assurance Procedure

University Facilities (UF)

Internal Procedure: 01.C.02.01

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Approved by: Bob Wells, updated Todd Barnette

This document outlines the insurance of continued quality performance and craftsmanship from Facilities personnel and stresses the importance of customer satisfaction.

Received Customer Complaints

Upon receiving a complaint, Quality Assurance will contact the customer to gather information and review the nature of the complaint. An onsite visit will be conducted if needed. The originating W.O. will be reviewed to understand the exact scope of work and the total dollar amounts charged. The supervisor of the shop performing the work will be notified, and together with Quality Assurance, shall make a fair decision for both Facilities, and the customer, concerning total charges to the Work Order. The Director, who oversees the Facilities division involved, shall be notified of the complaint with the recommendations to make a settlement requiring his/her approval.

Compensation to Customer If Needed

The credit money shall be taken from the budget of the shop(s) involved. The customer's account shall be credited on the next monthly billing from Facilities.