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Quality Management System Testing Laboratory for Radiation Measurement, Monitoring and Protection					
SERVICE TO CUSTOMERS					

1 PURPOSE

To define the actions that keep the customer informed on capabilities of the testing laboratory and to define ways for the customer to monitor the performance of the testing laboratory and provide feedback to management.

2 SCOPE

These actions apply to all services provided by the testing laboratory.

3 RESPONSIBILITIES

Deputy Technical Manager of the testing laboratory

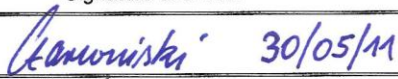
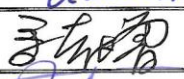



- To authorize visits to the laboratory for customer's representatives and inform them of any delays or major deviations in the performance of tests.

Service Group Leader

- To maintain contact with the officially nominated customer's representative
- To organize visits to the laboratory for customer's representative
- To ensure the confidentiality of other customers' data during such visits
- To gather feedback from the customer either during such visits or on other relevant occasions
- To inform the Quality Manager about customer visits and feedback
- To review customer feedback annually and report to the Technical and the Quality Manager.

Quality Manager

- To keep a list of customer visits to the laboratory

	Function	Name	Signature and Date
Authorized	Technical Manager	R. Czarwinski	 30/05/11
Approved	Deputy Technical Manager	J. Ma	 11-05-30
Approved	Individual Monitoring Service Group Leader	R. Cruz-Suarez	 11-05-30
Approved	Workplace Monitoring Service Group Leader	R. Hochmann	 11.05.30
Registered	Quality Manager	T. Benesch	 2011-05-30

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- To keep records of customer feedback
- To help gather feedback from the customers at regular (annual) intervals.

4 ADDITIONAL INFORMATION

PR-11 Management Review

5 DESCRIPTION

The provision of testing laboratory services shall be based on the continuous exchange of information with the customer, and a survey of customer needs. Communication between the customer and the testing laboratory shall be kept as simple as possible and information should be easy to understand to, well presented to and repeated as often as necessary for the customer.

Customer visits to the laboratory shall normally not be encouraged, as there is no additional benefit for the customer in watching the evaluation processes. On the other hand, it is part of the quality policy to have well-informed customers, enabling them to elaborate their needs for services from the testing laboratory.

Visits to the laboratory shall be arranged at a time suitable to both, the testing laboratory and the customer. The testing laboratory shall grant the customer's representative reasonable access to areas of the laboratory that are relevant for witnessing tests performed for the customer. The responsible Service Group Leader shall provide adequate information on the applicable radiation protection measures and inspect the laboratory in advance to ascertain that data of other customers are not accessible. Minutes of the visit shall be prepared by the Service Group Leader, and approved by the Deputy Technical Manager. The customer shall be encouraged to give feedback on the visit to the Section, which shall be relayed to the Quality Manager for incorporation into the annual Quality Report (see PR-11).

The responsible Service Group Leader shall inform the Deputy Technical Manager, who in turn shall inform the customer of any delay or major deviation in the performance of the test.

The Technical Manager shall obtain feedback on a regular basis (at least annually, more frequent if required) by calling a meeting ("RPO meeting") with the main clients of the laboratory. The Quality Manager shall incorporate the obtained information into

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the improvement process of the services, at the latest during the Management Review.

Visits by customers to deposit items to be monitored for surface contamination in the ERML do not come under the regulations of this procedure.

6 RECORDS

Records are to be maintained by the Quality Manager (informed by either the Technical Manager of the Laboratory or Deputy, a Service Group Leader or a Laboratory Technician), such as minutes of the RPO meetings, records of all customer visits to the laboratories, and any direct feedback from the customer.