



## **University Facilities Quality Assurance Policy & Procedure for Customer Rework**

### ***University Facilities (UF)***

**Internal Policy:** J  
**Effective Date:** September 18, 2006  
**Last Modified:**  
**Approved by:** Bob Wells

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

### RECEIVED CUSTOMER COMPLAINTS

All complaints received by e-mail or phone conversation are recorded in D7.i which assigns a code associated with the problem and shop(s) involved.

### RESPONSE AND COURSE OF ACTION TO BE TAKEN

Upon receiving a complaint, Quality Assurance will contact the customer to gather information and review nature of complaint. A visit to job site 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 work will be notified and together Quality Assurance and Shop Supervisor shall make a decision, which shall be fair to both Facilities and the customer concerning total charges to Work Order. The Director, of shops or zones involved, shall be notified of the complaint with the recommendations to make a settlement and ask for 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.