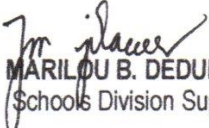


Division Memorandum
No. 148 s, 2019

To : Schools District Supervisors, District In-Charge
Teaching and Non-Teaching Personnel
This Division

From : 
MARILOU B. DEDUMO, Ph. D., CESO V
Schools Division Superintendent

Subject: IMPLEMENTATION OF CUSTOMER SATISFACTION SURVEY

Date : March 27, 2019

1. The Department of Education Division of Surigao del Sur through the Public Affairs Unit shall implement the Customer Satisfaction Survey effective immediately to further strengthen the Department's thrust to provide quality service to its clients.
2. This is a feedback mechanism employed by this office to ensure that the clients' suggestion, feedback, and concerns are dealt with promptly and accurately.
3. This is to standardize Surigao del Sur Division Office's processes and systems as a requirement for ISO Accreditation, to continuously improve its services, and to better serve its clients.
4. The 37 schools districts shall submit a **consolidated narrative feedback** regarding the services that they avail of from the Division Office. The report shall be submitted on the last working day of every month by the PSDS/DICs to the Public Affairs Unit through this email: megenila.quillen@deped.gov.ph Please see attached Customer Feedback Form for reference which you can likewise access through the Google link provided by the ITO, Mr. Marvin G. Minguillan.
5. The result of the survey shall be **published /posted every first Monday of the month**. It shall be channelled /referred to the concerned sections or offices in order for them to monitor their performance, verify information, provide appropriate corresponding actions to address concerns, and to institute mechanisms that would improve customer service.
6. For dissemination and implementation.

Month: January 2019PSDS/DIC