



**US Environmental Protection Agency
Office of Pesticide Programs**

**Office of Pesticide Programs
Microbiology Laboratory
Environmental Science Center, Ft. Meade, MD**

**Standard Operating Procedure for
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SOP Number: CF O /28/24

Date Revised: 08-48-14

SOP Number	ADM-06-02
Title	Customer Feedback
Scope	The SOP describes policy and procedures for handling and documenting customer feedback for issues related to customer service.
Application	Laboratory seeks feedback from customers to improve the management system, testing activities and overall customer service.

	Approval	Date
SOP Developer:	_____	
	Print Name: _____	
SOP Reviewer	_____	
	Print Name: _____	
Quality Assurance Unit	_____	
	Print Name: _____	
Branch Chief	_____	
	Print Name: _____	

Date SOP issued:	
Controlled copy number:	
Date SOP withdrawn:	

TABLE OF CONTENTS

<u>Contents</u>	<u>Page Number</u>
1. DEFINITIONS	3
2. HEALTH AND SAFETY	3
3. PERSONNEL QUALIFICATIONS AND TRAINING	3
4. INSTRUMENT CALIBRATION	3
5. SAMPLE HANDLING AND STORAGE	3
6. QUALITY CONTROL	3
7. INTERFERENCES	3
8. NON-CONFORMING DATA	3
9. DATA MANAGEMENT	3
10. CAUTIONS	3
11. SPECIAL APPARATUS AND MATERIALS	3
12. PROCEDURE AND ANALYSIS	3
13. DATA ANALYSIS/CALCULATIONS	5
14. FORMS AND DATA SHEETS	5
15. REFERENCES	5

1. Definitions	Abbreviations/definitions are provided in the text.
2. Health and Safety	Not applicable.
3. Personnel Qualifications and Training	Refer to SOP ADM-04, OPP Microbiology Laboratory Training.
4. Instrument Calibration	Not applicable.
5. Sample Handling and Storage	Not applicable.
6. Quality Control	For quality control purposes, the required information is documented on the appropriate form(s) (see section 14).
7. Interferences	Incomplete documentation can impede the work process.
8. Non-conforming Data	Management of non-conforming data; procedures will be consistent with SOP ADM-07, Non-Conformance Reports.
9. Data Management	Data will be archived consistent with SOP ADM-03, Records and Archives.
10. Cautions	<ol style="list-style-type: none"> 1. Maintain records of all complaints, investigations and follow up corrective actions taken by the laboratory. 2. Feedback will only be shared within the branch.
11. Special Apparatus and Materials	None
12. Procedure and Analysis	<ol style="list-style-type: none"> 1. MLB generates product performance data for hospital disinfectants, tuberculocides, and other types of antimicrobial products with public health claims. 2. In addition, MLB conducts basic and applied research to address questions raised by the Office of Pesticide Programs and other customers. 3. In the course of conducting these laboratory assessments, MLB generates standardized reports following a specific format including summary memos which provide an overview of the study and resulting data and conclusions. These documents are provided to the study sponsor identified in the study protocol.

<p>12.1 Documenting feedback</p>	<ul style="list-style-type: none"> a. The feedback may be provided in writing or by other means including email, telephone, or through the use of a standardized form. b. Internal complaints and feedback may originate from staff and management from other branches, offices and divisions, including regional offices of EPA. c. External complaints and feedback may originate from study collaborators, other agencies, contractors, industry, private laboratories, stakeholders and consumers. d. The feedback documentation must include the name of the person who lodged the complaint, affiliated organization, date feedback was received, and the nature of the feedback.
<p>12.2 Processing Positive feedback</p>	<ul style="list-style-type: none"> a. The Branch Chief and Quality Assurance Unit should be notified about positive feedback received from the customers. b. Documentation pertaining to the positive feedback is filed and maintained in official records.
<p>12.3 Processing negative feedback</p>	<ul style="list-style-type: none"> a. All feedback is documented by the recipient and is directed to the Branch Chief. The Branch Chief makes an assignment to the Study Director for review and resolution of negative feedback. b. The Branch Chief, Quality Assurance Unit, and the assigned reviewer meet to discuss the feedback and any resulting action that is recommended. c. Data and records related to the study or the issue in question are pulled from file and reviewed. If specific information is provided in the feedback form, it is compared to the file. d. The source of the feedback may be contacted if further explanation or details of the issue are required. e. If the feedback is a non-conformance, it will be handled as a corrective action. The Branch Chief will be notified and a corrective action will be initiated using the Corrective Action/Preventive Action Report Form (SOP ADM-08). f. Customer feedback is shared with team members at branch meetings and the customer is notified in writing of the resolution of the complaint.

