

	BUREAU OF ANIMAL INDUSTRY	
	QUALITY MANUAL	
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8.2.1. Customer Communication

BAI has implemented effective communication with customers in relation to:

- a. providing information relating to Products or Services;
- b. handling enquiries, contracts or orders, including changes;
- c. obtaining customer feedback relating to products and services, including customer complaints;
- d. handling or controlling customer property;
- e. establishing specific requirements for contingency actions, when relevant.

BAI identifies, determines and implements arrangements for communication with its customer relating to general information, inquiry and customer feedback through:

- a. Customer satisfaction survey
- b. Public Assistance and Complaints desks or online portal;
- c. Consultation meetings with prospect and existing customers, partners and other interested parties (e.g. consultative meetings with drug manufacturers/companies, public hearings, etc.)
- d. multimedia for information/advocacy campaign on various socio-civic programs and accomplishments in liaison with BAI
- e. Signage/Pledges/Citizens' Charter

8.2.2. Determining the Requirements Related to Products and Services

When determining the requirements for the product and services to be offered to customers, BAI ensures that:

- a. The requirements for the products and services are defined, including:
 - 1) Any applicable statutory and regulatory requirements;
 - 2) Those considered necessary by BAI;
- b. BAI can meet the claims for the products and services it offers.

8.2.3. Review of Requirements Related to Products and Services

Once requirements are captured, BAI reviews the requirements prior to its commitment to supply the Product or Service. This review ensures that BAI has the capability and capacity to:

- a. meet all requirements specified by the customer, including requirements for delivery and post-delivery activities;
- b. meet any requirements not stated by the customer, but which BAI knows as being necessary;

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- c. meet all requirements determined necessary by BAI itself;
- d. meet all related statutory and regulatory requirements;
- e. meet any contract or order requirements differing from those previously expressed.

BAI ensures that the contract or order requirements differing from those previously defined are resolved.



The customer's requirements are confirmed by BAI before acceptance, when the customer does not provide a documented statement of their requirements.

BAI retains documented information as applicable:

- a. On the results of the review; and
- b. On any new requirements for the products and services.

8.2.4. Changes to Requirements for Products and Services

BAI updates all relevant requirements and documents when the requirements are changed, and ensure that all appropriate staff are notified; see the documented procedure GP BAI-02 Change Management Procedure.

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