

CUSTOMER SATISFACTION REPORT

July to December 2023
Second Semester 2023

Organizational Unit	July	Aug	Sept	Oct	Nov	Dec	Average
OFFICE OF THE DIRECTOR	99.05%	99.17%	100.00%	98.10%	99.38%	99.59%	99.21%
OD	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Planning	98.10%	98.33%	100.00%	96.20%	98.75%	99.17%	98.43%
FOR ADMINISTRATION AND FINANCE (ADMIN)	98.23%	98.50%	97.79%	98.60%	98.41%	97.79%	98.22%
Office of the Assistant Director	99.00%	98.00%	100.00%	100.00%	100.00%	100.00%	99.50%
BAC/PROC	99.00%	99.00%	98.00%	98.00%	99.00%	100.00%	98.83%
Records	97.40%	98.80%	96.48%	97.84%	97.60%	100.00%	98.02%
Motorpool	99.60%	100.00%	96.80%	98.60%	99.70%	99.60%	98.94%
Budget	97.00%	99.00%	98.00%	100.00%	100.00%	99.00%	98.83%
HR	100.00%	100.00%	97.20%	100.00%	96.83%	93.27%	97.88%
Accounting	96.70%	96.70%	98.90%	99.20%	97.40%	96.70%	97.60%
Cashier	98.00%	98.50%	98.20%	98.50%	98.80%	97.00%	98.17%
Property	97.33%	96.48%	96.55%	95.23%	96.36%	94.50%	96.08%
FOR REGULATIONS AND DISEASES	96.32%	95.79%	96.69%	96.53%	96.17%	98.49%	96.66%
AFVDBC	97.25%	92.75%	98.13%	96.40%	95.00%	98.00%	96.26%
AHWD	91.15%	92.70%	94.70%	92.97%	92.75%	98.63%	93.82%
NVQSD	98.00%	99.00%	97.00%	99.00%	97.00%	99.00%	98.17%
VLD	98.86%	98.72%	96.92%	97.73%	99.94%	98.33%	98.42%
FOR PRODUCTION AND RESEARCH	100.00%	99.50%	94.38%	100.00%	98.50%	100.00%	98.73%
LRDD	100.00%	99.50%	94.38%	100.00%	98.50%	100.00%	98.73%
General Weighted Average	98.40%	98.24%	97.21%	98.31%	98.11%	98.97%	98.21%

Prepared by:



FELIPE P. REOLALAS, JR.

Quality Management Representative

Date: January 8, 2024

RATING SCALE

96-100	Outstanding
86-95	Very Satisfactory
80-85	Satisfactory
75-79	Needs Improvement
70-74	Poor