

# CUSTOMER SATISFACTION REPORT

January-June 2022

First Semester 2022

Organizational Unit	Jan	Feb	Mar	Apr	May	Jun	Average
<b>OFFICE OF THE DIRECTOR</b>	<b>99.60%</b>	<b>98.50%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>98.25%</b>	<b>99.39%</b>
OD	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Planning	99.20%	97.00%	100.00%	100.00%	100.00%	96.50%	98.78%
<b>OAD FOR ADMINISTRATION AND FINANCE (ADMIN)</b>	<b>94.23%</b>	<b>94.04%</b>	<b>95.12%</b>	<b>97.00%</b>	<b>94.41%</b>	<b>94.80%</b>	<b>94.93%</b>
BAC/PROC	81.29%	81.29%	80.50%	90.00%	76.00%	87.75%	82.81%
Records	98.50%	97.73%	100.00%	100.00%	99.00%	98.71%	98.99%
Motorpool	99.60%	99.40%	99.50%	99.70%	100.00%	100.00%	99.70%
Budget	92.00%	93.00%	96.00%	96.00%	97.00%	95.00%	94.83%
HR	91.25%	88.13%	96.67%	96.50%	90.00%	83.75%	91.05%
Accounting	98.90%	97.40%	95.90%	98.90%	97.00%	98.80%	97.82%
Cashier	97.00%	97.00%	96.80%	96.80%	96.30%	97.00%	96.82%
Property	95.28%	98.33%	95.56%	98.06%	100.00%	97.37%	97.43%
<b>OAD FOR REGULATIONS AND DISEASES</b>	<b>96.55%</b>	<b>95.49%</b>	<b>96.27%</b>	<b>96.01%</b>	<b>93.98%</b>	<b>95.84%</b>	<b>95.69%</b>
AFVBCD	97.00%	96.00%	98.00%	100.00%	93.00%	96.00%	96.67%
AHWD	93.88%	91.50%	90.68%	88.37%	93.55%	93.83%	91.97%
NVQSD	98.00%	95.00%	97.00%	97.00%	91.00%	96.00%	95.67%
VLD	97.33%	99.44%	99.38%	98.67%	98.38%	97.53%	98.46%
<b>OAD FOR PRODUCTION AND RESEARCH</b>	<b>87.50%</b>	<b>96.25%</b>	<b>93.75%</b>	<b>93.00%</b>	<b>92.50%</b>	<b>93.75%</b>	<b>92.79%</b>
LRDD	87.50%	96.25%	93.75%	93.00%	92.50%	93.75%	92.79%
<b>General Weighted Average</b>	<b>94.47%</b>	<b>96.07%</b>	<b>96.28%</b>	<b>96.50%</b>	<b>95.22%</b>	<b>95.66%</b>	<b>95.70%</b>

Prepared by:

  
**FELIPE P. REOLALAS, JR.**  
 Quality Management Representative  
 Date: 05 July 2022

**RATING SCALE**

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

# CUSTOMER SATISFACTION REPORT

July-December 2022

Organizational Unit	First Semester 2022						Average
	Jul	Aug	Sep	Oct	Nov	Dec	
<b>OFFICE OF THE DIRECTOR</b>	<b>98.50%</b>	<b>97.00%</b>	<b>100.00%</b>	<b>99.75%</b>	<b>100.00%</b>	<b>99.50%</b>	<b>99.13%</b>
OD	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Planning	97.00%	94.00%	100.00%	99.50%	100.00%	99.00%	98.25%
<b>OAD FOR ADMINISTRATION AND FINANCE (ADMIN)</b>	<b>96.69%</b>	<b>96.42%</b>	<b>96.94%</b>	<b>97.37%</b>	<b>98.08%</b>	<b>98.43%</b>	<b>97.32%</b>
BAC/PROC	94.33%	90.00%	95.00%	100.00%	100.00%	100.00%	96.56%
Records	98.53%	100.00%	98.67%	98.62%	98.00%	100.00%	98.97%
Motorpool	96.00%	99.70%	99.60%	98.80%	100.00%	99.30%	98.90%
Budget	92.00%	91.00%	92.00%	94.00%	95.00%	96.00%	93.33%
HR	99.17%	99.77%	96.88%	95.50%	100.00%	99.50%	98.47%
Accounting	97.10%	97.30%	98.90%	99.20%	97.40%	96.70%	97.77%
Cashier	97.00%	98.20%	97.80%	98.70%	98.00%	98.40%	98.02%
Property	99.40%	95.42%	96.67%	94.17%	96.25%	97.50%	96.57%
<b>OAD FOR REGULATIONS AND DISEASES</b>	<b>96.51%</b>	<b>97.28%</b>	<b>96.74%</b>	<b>96.08%</b>	<b>97.32%</b>	<b>97.35%</b>	<b>96.88%</b>
AFVBCD	95.00%	98.00%	97.85%	97.86%	98.05%	96.12%	97.15%
AHWD	91.23%	94.11%	95.35%	90.88%	97.25%	97.18%	94.33%
NVQSD	100.00%	99.00%	95.00%	96.00%	94.00%	97.00%	96.83%
VLD	99.80%	98.02%	98.76%	99.58%	99.96%	99.09%	99.20%
<b>OAD FOR PRODUCTION AND RESEARCH</b>	<b>95.68%</b>	<b>94.29%</b>	<b>99.38%</b>	<b>98.50%</b>	<b>100.00%</b>	<b>99.38%</b>	<b>97.87%</b>
LRDD	95.68%	94.29%	99.38%	98.50%	100.00%	99.38%	97.87%
<b>General Weighted Average</b>	<b>96.84%</b>	<b>96.25%</b>	<b>98.26%</b>	<b>97.93%</b>	<b>98.85%</b>	<b>98.66%</b>	<b>97.80%</b>

Prepared by:

  
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 Date: January 4, 2023

**RATING SCALE**

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