

CUSTOMER SATISFACTION REPORT

January to June 2023

First Semester 2023							
Organizational Unit	Jan	Feb	March	April	May	June	Average
OFFICE OF THE DIRECTOR	100.00%	100.00%	100.00%	98.75%	97.82%	99.00%	99.26%
OD	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Planning	100.00%	100.00%	100.00%	97.50%	95.63%	98.00%	98.52%
FOR ADMINISTRATION AND FINANCE (ADMIN)	98.00%	98.39%	97.63%	97.87%	97.10%	98.14%	97.86%
Office of the Assistant Director	99.00%	99.00%	99.00%	98.00%	98.00%	99.00%	98.67%
BAC/PROC	100.00%	99.00%	99.00%	99.00%	100.00%	99.00%	99.33%
Records	97.29%	97.33%	97.89%	97.80%	99.12%	98.47%	97.98%
Motorpool	98.70%	99.70%	99.80%	99.70%	99.00%	100.00%	99.64%
Budget	100.00%	99.00%	99.00%	99.00%	100.00%	99.00%	99.33%
HR	93.88%	98.75%	100.00%	99.00%	97.50%	96.67%	97.63%
Accounting	98.30%	97.30%	93.70%	96.50%	92.60%	98.10%	96.08%
Cashier	97.10%	97.90%	97.80%	97.70%	97.70%	97.80%	97.67%
Property	97.77%	97.50%	92.50%	94.12%	90.00%	95.21%	94.52%
FOR REGULATIONS AND DISEASES	95.50%	95.29%	95.95%	97.06%	93.41%	96.33%	95.59%
AFVBCD	99.30%	100.00%	99.00%	95.50%	91.90%	96.20%	96.98%
AHWD	93.30%	89.40%	90.47%	94.05%	86.05%	92.30%	90.93%
NVQSD	95.00%	95.00%	96.00%	100.00%	97.00%	98.00%	96.83%
VLD	94.39%	96.74%	98.33%	98.69%	98.69%	98.81%	97.61%
FOR PRODUCTION AND RESEARCH	100.00%	99.40%	100.00%	96.25%	99.40%	99.58%	99.11%
LRDD	100	99.4	100.00%	96.25%	99.40%	99.58%	3389.21%
General Weighted Average	98.38%	98.27%	98.40%	97.48%	96.93%	98.26%	97.95%

Prepared by:

FELIPE P. REOLALAS, JR.
 Quality Management Representative
 Date July 3, 2023

RATING SCALE

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