



Republic of the Philippines
Department of Agriculture
BUREAU OF ANIMAL INDUSTRY
5 Visayas Avenue, Barangay Vasra, Quezon City 1128

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November 21, 2024

DIOSAMIA M. SEVILLA, MSc.
Officer-In-Charge, Director

Dear **Dir. Sevilla,**

In compliance with Memorandum 91, Series of 2023, the hereby submits to your good Office the monthly results of Customer Satisfaction Report for the period of **January to June 2024.**

Prepared by:


DAVE DIAMOND V. DUÑO
Project Evaluation Officer I

Reviewed by:


LOLITA M. JUMALON
Officer-in-Charge, Planning, Monitoring and Evaluation Section

Approved by:


ALMA T. APDUHAN, MPA
Quality Management Representative





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CUSTOMER SATISFACTION REPORT

January to June 2024

First Semester 2024

Organizational Unit OFFICE OF THE DIRECTOR	Jan	Feb	March	April	May	June	Average
OD	100.00%	100.00%	100.00%	100.00%	100.00%	98.00%	99.25%
Planning	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
FOR ADMINISTRATION AND FINANCE (ADMIN)							
Office of the Assistant Director	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Supervising Administrative Office	93.70%	94.75%	95.88%	94.00%	91.75%	95.88%	94.33%
BAC/PROC	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Records	97.86%	98.39%	95.69%	97.29%	98.13%	97.46%	97.47%
Motorpool	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Budget	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.83%
HR	99.05%	97.58%	99.69%	96.47%	97.29%	100.00%	98.35%
Accounting	94.70%	100.00%	98.30%	88.70%	97.50%	94.70%	95.65%
Cashier	96.70%	97.80%	97.60%	97.70%	97.70%	97.80%	97.55%
Property	95.98%	96.94%	97.69%	98.33%	98.57%	95.67%	97.20%
FOR REGULATIONS AND DISEASES							
AFVDBCDD	98.26%	95.86%	97.85%	100.00%	99.65%	99.50%	98.52%
AHWD	94.39%	89.00%	96.87%	96.80%	97.18%	97.81%	95.34%
NVQSD	93.28%	96.62%	91.83%	97.40%	97.16%	97.82%	95.69%
VLD	99.33%	99.33%	99.56%	99.61%	99.65%	99.50%	99.50%
FOR PRODUCTION AND RESEARCH							
LRDD	97.50%	98.33%	98.21%	97.77%	98.75%	98.88%	98.24%
General Weighted Average	96.91%	96.77%	97.37%	98.11%	98.58%	98.77%	98.29%

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Quality Management Representative
Date: November 21, 2024

RATING SCALE

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