



Republic of the Philippines
Department of Agriculture
SUGAR REGULATORY ADMINISTRATION
Sugar Center Bldg., North Avenue, Diliman, Quezon City, Philippines 1101
TIN 000-784-336

MEMO-QMS-2020-Aug-003

FOR : **HERMENEGILDO R. SERAFICA**
Administrator
ALL DEPUTY ADMINISTRATORS
ALL SRA QUEZON CITY DEPARTMENT MANAGERS
EMELYN B. MANALO
Audit Program Manager
ALL SRA QMS COMPLIANCE MONITORING OFFICERS

FROM : 
LUIS M. MARAJAS
Quality Management Representative

DATE : August 7, 2020

RE : **RESULTS OF INTERNAL CUSTOMER SATISFACTION SURVEY FOR THE FIRST SEMESTER OF 2020**

As part of SRA's commitment in enhancing its Client Satisfaction through a conduct of Customer Satisfaction Survey, generation of Customer Feedback started last July 2015.

The following criteria were used to weigh satisfaction from various SRA clients of each Department:

1. Quality of service
2. Response time
3. Service outcome
4. Extensive information of service provider
5. Competence
6. Service provider friendliness, courtesy, and fair treatment

The Rating Scale used on said parameters are as follows:

5.00	<i>Outstanding</i>
4.00 – 4.99	<i>Very Satisfactory</i>
3.00 – 3.99	<i>Satisfactory</i>
2.00 – 2.99	<i>Fair or Needs Improvement</i>
1.00 – 1.99	<i>Poor</i>



Website: <http://www.sra.gov.ph> Email Address: srahead@sra.gov.ph
Tel. No.: (632)929-3633, (632)455-2135, (632)455-3376



"A food-secure Philippines with prosperous farmers and fisherfolk"

Please be advised to submit your Customer Feedback Form Summary quarterly on time to be able to come up with a more accurate rating for the next semester.

For your information and compliance.

cc : Sarah Clemente
DCC