

## API-122 Monitoring of customer satisfaction

### Purpose

This instruction defines the structure for implementation and monitoring of Customer Satisfaction at T&S organization. [redacted on commercial sensitivity grounds] and also Training Services (see § 2) organisation will conduct the customer satisfaction survey on a yearly basis.

[redacted on commercial sensitivity grounds]

### Instructions and Guidelines

#### 1. Marketing customer satisfaction survey

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#### 2. TS user/customer satisfaction at support sites

##### 2.1 Audience

The aim and focus of the measurement is the user. The user is usually soldiers, commanders at platoon, company and battalion level. The measurement is based on four (4) questions according to below;

1. Are you satisfied with our services (1-10)?
2. Where can we improve our services?
3. What gaps do you see in our services today?
4. What do you see as the biggest services related issue?

##### 2.2. Methodologies

- **Frequency:** At Service meetings with the customer (ILS meetings, Progress Meetings etc.) normally bi-annually in the support programs with exercise managers or other personnel that represents the users.
- **Survey:** Present the questionnaire and ask the customer to respond.
- **Analysis:** Annual analysis of the results from our surveys. If the results deviate from our expected results there shall be a plan to address the issues or share best practices.
- **Propose Action:** If there is a falling trend (more than 1 consecutive falling result) the TSM is responsible to ask the customer why in order to identify the reason. Depending on the reason for a falling trend actions shall be taken and reported as improvements in In Control. Responsible for initiating the action is the respective TSM. Responsible for the action depends on the nature of the action (product related, service related etc.).
- **Follow up:** Follow up by TSM on SIA (Site Internal Audit) and reviewed by the T&S quality MT in Q1.
- **Information:** Result from survey will be documented in BMS and accessible for all employees

##### 2.3. Internal site satisfaction

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### 3. Customer satisfaction during Project Execution (EB).

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