Section 1 — Customer Satisfaction (Clause 9.1.2)

Measure	Current period	Previous period	Trend	Target	Review status
CSAT (1–5) — Post-Transaction wave	[value]	[value]	[↑ / → / ↓]	≥ 4.2	☐ Acceptable ☐ Watch ☐ Escalate
NPS (headline) — Quarterly NPS wave	[value]	[value]	[↑ / → / ↓]	≥ +30	☐ Acceptable ☐ Watch ☐ Escalate
Lost-customer NPS — LCS- waves	[value]	[value]	[↑ / → / ↓]	Reported separately	☐ Acceptable ☐ Watch ☐ Escalate
CES (1–7, lower is better)	[value]	[value]	[↑ / → / ↓]	≤ 2.5	☐ Acceptable ☐ Watch ☐ Escalate
Survey response rate (%)	[value]	[value]	[↑ / → / ↓]	≥ 25%	☐ Acceptable ☐ Watch ☐ Escalate
Open complaints — Critical / High	[n / n]	[n / n]	[↑ / → / ↓]	0 Critical	☐ Acceptable ☐ Watch ☐ Escalate
Feedback items BREACHED (open past severity target)	[n]	[n]	[↑ / → / ↓]	0	☐ Acceptable ☐ Watch ☐ Escalate

Customer satisfaction escalation triggers:

- CSAT, headline NPS or CES below target for two consecutive survey waves → customer satisfaction improvement plan, effectiveness reviewed at the next meeting.
- Any Critical-severity complaint, or any feedback item BREACHED (open past its severity target: Critical 5, High 10, Medium 20, Low 30 days) → named owner and closure date assigned at this meeting.

[Paste the 9.1.2 tab's CSAT / NPS / CES Trend charts and the Feedback & Complaints Ageing chart here]

SAMPLE

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Section 3 — Complaints and Feedback (F0912-03)

Measure	This period	Last period	Trend	Target	Review status
Complaints raised in the period	[n]	[n]	[↑ / → / ↓]	Trended	☐ Acceptable ☐ Watch ☐ Escalate
Complaints closed within tier-defined SLA	[n%]	[n%]	[↑ / → / ↓]	≥ 95%	☐ Acceptable ☐ Watch ☐ Escalate
Closed complaints recurring within 12 months	[n%]	[n%]	[↑ / → / ↓]	≤ 10%	☐ Acceptable ☐ Watch ☐ Escalate
Complaints requiring Stage 2+ escalation	[n%]	[n%]	[↑ / → / ↓]	≤ 15%	☐ Acceptable ☐ Watch ☐ Escalate
Mean time to acknowledge	[n] days	[n] days	[↑ / → / ↓]	≤ tier SLA	☐ Acceptable ☐ Watch ☐ Escalate

Category (top 4 this period)	Complaints	Concerns	Positive feedback	NCR / CAR ref
[Category 1]	[n]	[n]	[n]	[Ref]
[Category 2]	[n]	[n]	[n]	[Ref]
[Category 3]	[n]	[n]	[n]	[Ref]
[Category 4]	[n]	[n]	[n]	[Ref]

Source: F0912-03 Customer Feedback Log — Type (Feedback positive / neutral / negative, Concern, Complaint), Category (Product quality, Service, Delivery, Pricing, Communication, Documentation, Account handling, Climate / sustainability, Other), Severity Tier, Ageing and SLA Status columns. Targets are the P0912-01 KPIs.

SAMPLE

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