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OCOM Memo No. 117-2021



# BUREAU OF CUSTOMS



MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM INTEGRITY ACCOUNTABILITY

## MEMORANDUM

**TO :** ALL DISTRICT COLLECTORS

**FROM :** REY LEONARDO B. GUERRERO  
Commissioner   BOC-03-10804  
JUL 29 2021

**SUBJECT :** FREQUENCY AND DATA ANALYSIS OF THE CLIENT FEEDBACK MECHANISM

**DATE :** 25 June 2021

To effectively measure and subsequently calibrate the operational performance and services of the frontline arm of the Bureau of Customs, all Customer Care Centers of must submit on a monthly basis the Customer Satisfaction (CSAT) analysis. The CSAT must present the following service quality dimensions:

Service Quality Dimensions	Score by Frontline Service	Score in All Services
1. Responsiveness		
2. Reliability (Quality)		
3. Access and Facilities		
4. Communication		
5. Costs		
6. Integrity		
7. Assurance		
8. Outcome		

The monthly CSAT analysis must be submitted on or before the 5<sup>th</sup> day of the following month to these email addresses.

- [markglehn.escalona@customs.gov.ph](mailto:markglehn.escalona@customs.gov.ph)
- [jendee.gusto@customs.gov.ph](mailto:jendee.gusto@customs.gov.ph)
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For strict and immediate action.