



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

January 23, 2024

OFFICE MEMORANDUM

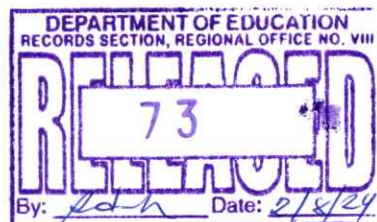
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**MANAGEMENT OF FEEDBACK PROVIDED BY CLIENTS THROUGH THE
CUSTOMER SATISFACTION MEASUREMENT (CSM) SURVEY**

To: Director III
Functional Division Chiefs
All Others Concerned

1. To ensure continuous improvement, this Office provides guidance to all Regional Functional Divisions and Units in addressing negative feedback/comments provided by clients through the Customer Satisfaction Measurement (CSM) Survey.
2. All negative feedback/comments shall be addressed immediately by the chief/head of the concerned Office through provision of technical assistance to the concerned employee (e.g. coaching or mentoring, etc.) using the coaching form provided by HRDD.
3. The PAU shall provide the Regional Functional Divisions the negative feedback on weekly basis. Results from the previous week received thru the CSM shall be transmitted to the FDs every Monday. The chiefs/heads shall accomplish the Feedback Management Form and submit within the day of receipt to the Public Affairs Unit for consolidation and monitoring of actions taken.
4. Immediate dissemination of and strict compliance with this memorandum is desired.


EVELYN R. FETALVERO CESO IV
Regional Director



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