

REQ: Customer Service

Commitment to customer service

The Laboratory of Forensic Services is committed to providing quality service of its customers. As part of this commitment, the laboratory shall

4.7.1

- Clarify customer requests when the request is vague or uncertain
 - Allow its customers access to the status of case assignments
 - Communicate with its customers
 - Provide advice and guidance in technical matters
 - Provide opinions and interpretations based on technical results
 - Inform the customer of any unanticipated delays or major deviations in performance of tests in casework.
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Customer feedback

4.7.2

The laboratory shall seek feedback through customer satisfaction surveys in order to improve the laboratory's Management System, technical functions, and customer service.
