

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

7.1.7

- 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
 - Upon request, clearly define any statements of conformity

7.1.3

**Customer
feedback**
8.6.2

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